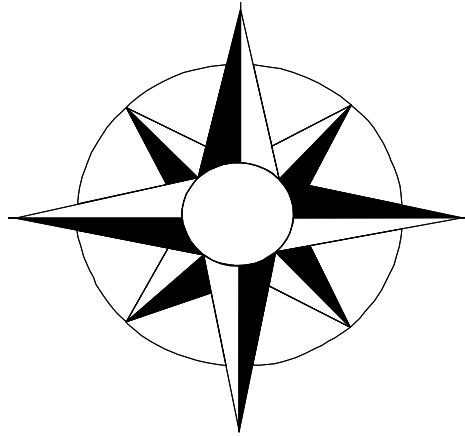


The Enrichment Center Of Lee County



Information & Resource Directory



Lee County Senior Services

1615 South Third Street

Sanford, NC 27330

(919) 776-0501

Fax (919) 774-7593

www.leecountync.gov

Knowledge is Power

The Enrichment Center of Lee County believes that people prefer to take charge of their lives. The RESOURCE GUIDE empowers you to take control by providing the necessary information to research issues and make decisions. Enclosed is a list of local, state, and national organizations that address the issues of aging. The local organizations include service descriptions and any applicable eligibility requirements.

The Enrichment Center Staff is available to provide additional information during business hours, (919)776-0501.

Our hours are:

Monday – Thursday 8:00 a.m. - 8:00 p.m. and

Friday 8:00 a.m. - 5:00 p.m.

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Acknowledgements

Lee County Board of Commissioners

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Division of Aging
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A special thank you to Brooke Bruner, student intern from Liberty University, for her diligence and dedication in the revision of this resource guide. Brooke will be completing her Bachelor of Science Degree in Psychology – Life Coaching in the Spring of 2019.

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Emergency Numbers

211

NC 2-1-1 is an information and referral service provided by United Way of North Carolina. 2-1-1 is available 24 hours a day, seven days a week, and 365 days a year. Dialing 2-1-1 is free, confidential, and available in most languages.

NC 2-1-1 maintains a robust database with information on thousands of programs and services in North Carolina. We refer calls to organizations in their local community best equipped to address their specific health and human services needs including food, shelter, energy assistance, housing, parenting resources, healthcare, substance abuse, as well as specific resources for older adults and persons with disabilities, and much more.

When an individual calls NC 2-1-1, a trained call specialist will conduct a search based on the caller's geographic location to identify resources based on the caller's current needs. In addition to contact information for the community resource, the call specialist will provide eligibility requirements, the intake process for a program, the hours of operation, any requirements for appointments, and accessibility information, when available.

911

P.O. Box 3729

Sanford, NC 27331-3729

911 Emergencies Only

(919) 775-8268 Non-Emergency (Sanford Police Department)

Web: <http://www.sanfordnc.net/police/Communications/communications.htm>

E-mail: communications@sanfordnc.net

Type of Service: 24 Hour Emergency

Service Description: Upon dialing 911 and operator will dispatch your call for police, fire, ambulance service, or rescue.

Community Agencies and Other Important Numbers

Water & Sewer Line Repair

(919) 775-8247

(919) 775-8268 Nights, Sundays and Holidays

Magistrates Office

(919) 718-6319

Environmental Health

(919) 718-4641

Register of Deeds

(919) 718-4585 Sheriff's Office

(919) 718-4560 Non- Emergency

(919) 718-4577 Crime Tip Line (Anonymous) recording

Veteran's Service Office (Enrichment Center)

(919) 776-0501

WIC (Women, Infants, and Children

(919) 718-4642

Lee County Animal Control & Shelter

(919) 776-7446

NC Department of Motor Vehicles

(919) 774-6715 Enforcement Section and Examiner on Carthage Street

(919) 774-6027 License Plate Agency on Wilson Road

US Postal Service

(800) 275-8777 Broadway and Sanford

(919) 776-1833 Lemon Springs

(919) 774-4926 Sanford

(919) 258-3934 Broadway

Abuse Recovery Service Providers

Alcoholics Anonymous Groups (Al-Anon)

AL-Anon Family Group at Jonesboro United Methodist Church
407 W. Main St.
Sanford, NC 27330
(919) 776-8767
Meetings take place: Tues and Thurs: 8PM

AL-Anon Family Group at Central Carolina Group
319 Moore St.
Sanford, NC 27330
(919) 776-5522
Meetings take place: Mon-Sat: 12 Noon; Mon- Sun: 6PM; Fri: 8PM

Spanish Speaking Meetings
2605 Fayetteville St.
Sanford, NC 27330
(888) 425-2666
Meetings take place: Tues and Thurs: 5:30 PM

Alcoholics Anonymous Family Group
2605 Fayetteville St.
Sanford, NC 27330
(888) 425-2666 call center for information nationwide – Spanish and French
language available

AL-Anon Family Group
319 Moore St.
Sanford, NC 27330
(919) 776-5522
Meetings take place: Tue and Thurs: 8PM
Spanish Speaking meetings : Tue and Thurs: 8PM

Daymark Recovery Services, Inc. (Sandhill Mental Health, LME)

(910) 295-6853
For more information see Counseling, Abuse Recovery, Mental Health Service
Providers. Page 34.

Abuse Recovery Service Providers continued

Fair Promise AME Zion

712 Wall Street, Sanford, NC 27330

Meetings take place: Tues: 6PM (**Narcotics Anonymous**)

HAVEN in Lee County

(919) 774-8923

For more information see Emergency and Crisis Assistance Service Providers.
Page 50.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

The Lighthouse Recovery Ministry (also Narcotics Anonymous)

Grace Chapel Church, Sanford, NC 27330

(919) 478-6237

Meetings take place: Thursdays 6:30p.m.-8p.m. (Al-Anon & Narcotics Anonymous)

The Lighthouse Recovery Ministries teaches on topics of Addiction, Codependency, Christian Recovery, and the Recovering Family as well as holds support groups including an Addiction Group, a Codependency Group, and a Family Support Group. Music and Refreshments are available as well as Child Care. They serve the Sanford community with support and education for alcohol and drug problems.

Sandhills Center

(800) 265-2452

For more information see Counseling, Abuse Recovery, Mental Health Service Providers. Page 35.

Shallow Well United Church of Christ (also Narcotics Anonymous)

1220 Broadway Road

Sanford, NC 27330

Meetings take place: Sat: 8PM (Al-Anon)

Meetings take place: Thurs: 8PM (Narcotics Anonymous)

Salvation Army

(99) 718-1717

See Emergency and Crisis and Crisis Assistance Providers. Page 53.

Adult Day and Group Respite Providers

Some older or disabled adults need assistance with daily activities and care, but do not need full-time placement in a rest home or nursing home. **Adult day services** give people a place to go for care and supervision, activities, and social contact with others. These programs are especially helpful for working caregivers or when family members need time off from the responsibilities of care giving. Fees vary according to the amount of assistance the person needs, but are much less expensive than providing in-home care for the equivalent amount of time. In some cases, payment may be arranged through sliding scales fee, subsidies, or Medicaid. **Health model** centers have a nurse present at least part-time; social model centers do not.

Group respite programs may be staffed by volunteers or by paid staff and are intended to give the caregiver a break for a few hours. Typically, they offer a few hours of care for a modest fee. They typically are designed for participants with relatively mild impairment and are not equipped or staffed to meet the needs of those with complex or unstable medical conditions.

Christian Healthcare Adult Day Care, Inc.

507 B N. Steele St.

Sanford, NC 27330

(919) 775-5610

Type of Service: Adult Day Care Center

Cost: Varies

Mission: Helping families keep loved ones at home and in the community, Christian Healthcare Adult Daycare, a non-profit agency that provides cost effective, high quality daycare for the disabled and older adults

Goals: Our goals are to improve participant's self- esteem, to help clients keep their dignity, by staying a part of the community. Christian Healthcare will also promote health, wellness, socialization, recreation and give respite to the family from constant care giving. This will be a Model Day Center Program for persons who need supervision while serving as a viable community resource.

Eligibility: (Who may enroll in Christian Healthcare ADC?) Those who are 18 years and older with physical, emotional, and mental impairments who require assistance and supervision may enroll. Ambulatory and semi ambulatory elderly or disabled adults that can benefit from a group setting are welcomed or persons whose families and caregivers need respite. Space is limited only 32 participants. Application for enrollment will be viewed on need.

Adult Day and Group Respite Providers continued

Christian Healthcare Adult Day Care, Inc. continued.

Types of Services Provided: Communication between the staff and participants are the basics for creating a caring culture. Christian Healthcare ADC will minister to disabled and the elderly adult's physical, emotional, and spiritual needs. Services and activities offered will include the following:

Food Services: meals, snacks, nutritional counseling,

Counseling

Respite Therapeutic Activities

Health Services: administration of medication, supervision and assistance in daily living.

Food Services: Two snacks and lunch are served daily at the facility. Special Therapeutic diets shall be provided as necessary for participants with medical conditions of functional impairments specified in participant's plan of care.

Therapeutic Activities: Activities are based on interest, needs and abilities of each participant emphasizing his/her strengths and abilities rather than impairments. Participants will be encouraged to take part in activities, but may choose not to, or choose another activity. Time is also scheduled for rest and relaxation and to attend to personal needs.

Health Services and Administration of Medication: Daycare's staff supervises administrations of medications for participants. Participants who do not need assistance with taking their medications may keep and administer their own medication as long as other participants do not have access to them.

Assistance with Daily Living: Assistance with activities of daily living for participants that need it. Services are provided in a safe and hygienic manner. We recognize individual's right to privacy and dignity. The maximum level of independence will be encouraged. Activities of daily living may include eating, toileting, transferring, mobility/ambulating, and continence area.

Transportation: Transportation to and from the daycare is available on a limited basis. Christian Healthcare ADC contracts with friendly transportation to provide this service. The length of the ride and the health status of participants are serious considerations when planning the transportation schedule.

Enrichment Center of Lee County

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Adult Day and Group Respite Providers continued

PACE: Program of All-Inclusive Care for the Elderly

PACE programs are a relatively new concept in caring for older adults. In a PACE program, a combination of Medicare and Medicaid funds is used to provide comprehensive care for older adults with significant medical needs.

Once enrolled in the program, the participant received all of his or her care through the program, including medical care, skilled therapies if medically needed, home care aide services, adult day care, prescription medications, nursing home care, and hospital care, as well as other services as needed. Services are coordinated by a multi-disciplinary care team.

To be eligible for PACE, an individual must be over 55 years old, and must be at a nursing home level of care but capable of living safely at home with the services provided by PACE at the time they enter the program.

Piedmont Health Senior Care Services (PACE)

(919) 545-7337

For more information see Assisted Living and Extended Care Facilities for information. Page 23.

Alzheimer's / Dementia / Memory Loss Service Providers

The normal aging process can bring about many changes, including occasional forgetfulness. However, memory loss that significantly disrupts everyday functioning and decision-making is **not** a normal part of aging. Many different diseases, medication reactions or interactions, depression, nutritional deficiencies, and alcohol use can cause memory problems. It is important to assess possible cause of memory loss with a complete medical psychosocial assessment, because some causes are treatable and reversible.

Dementia is a severe, pervasive loss of mental abilities such as memory, language, reasoning, etc. There are several kinds of dementia, but Alzheimer's disease is the most common kind of dementia seen in older adults. This disease causes gradual but devastating changes in the brain, resulting in loss of short-term memory (the ability to remember new things) and problems in behavior, reasoning, and thinking. The resources listed below offer support and information for those affected by Alzheimer's disease or other similar conditions, called dementias.

***Alzheimer's Association* INFORMATION PENDING**

Dementia Alliance of North Carolina

9131 Anson Way, Ste. 206

Raleigh, NC 27615

(800) 228-8738 Toll Free Helpline

(919) 832-3732 Office

Web: www.dementiaNC.org

Type of Service: Information, Education, Family and Professional Support, Advocacy, and Research

Service Description: Dementia Alliance of North Carolina, Inc. provides information, educational conferences and workshops in local communities, community awareness, family counseling, support groups, an 800 helpline, and advocacy for quality of life issues and research for prevention, cause, and cure for Alzheimer's disease and related dementias. Its services are extended through collaborative programs with other non-profits and local, state, and federal agencies.

Alzheimer's / Dementia / Memory Loss Service Providers cont.

Duke Family Support Program

Duke University Medical Center

40 Duke Medicine Circle

Box 3600 DUMC

Durham, NC 27710

(919) 660-7510 (Family support / Alzheimer's)

(800) 646-2028 Toll Free

Web: www.geri.duke.familysupport.org

Type of Service: Health/Medical and Informational Services

Service Description: Information and referral; specialty is in Alzheimer's Disease; provides an Alzheimer's evening support group; and Daughters concerned with aging relatives support group. Publish newsletter 2x/year. Free for NC residents, \$10.00 outside NC.

Miscellaneous Information:

Durham Evening Support Group - 6:30pm the last Thursday of every month

Daughters Support Group- 12 Noon – 1:00pm the last Wednesday of every month

Caregiver & care recipient – 10:30-noon 4th Tuesday of every month

Memory makers – early stage memory loss, by appointment only

Enrichment Center of Lee County

919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Lee County Senior Services

919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Assisted Living and Extended Care Facilities

Families provide the majority of care to older relatives, either in the older adult's own home or in the home of a family caregiver. However, sometimes the physical, emotional, and social demands on the caregiver can become more than the family can handle. After all other options have been considered, families may reach the decision that their loved one's safety and health are at risk if they remain at home.

Before beginning to evaluate the facilities, you will need to determine the level of care needed by the older adult. The official form that indicates this is called an FL-2. This form is filled out by the patient's doctor and specifies the level of care needed. There are two basic types of long-term care facilities, corresponding to different levels of care:

Nursing Homes are appropriate when the patient needs ongoing nursing intervention following illness or for chronic conditions, or short-term intensive physical, occupational, or speech rehabilitation therapy. Patients in nursing homes need skilled services, but are not sick enough to need hospital care. Care is provided under the direction of a physician.

Adult Care Homes (Assisted Living/Rest Homes) provide "custodial care" for persons who do not need medical intervention but cannot live alone unsupervised. Room and board, activities, administration of medications, medical transportation, assistance with personal hygiene, and 24-hour supervision are provided. This care can be provided in an adult care home (also called a rest home or assisted living), family care home, or DDA home (group home for developmentally disabled adults). Some nursing homes and retirement communities also have assisted living sections. In North Carolina, this level of care is licensed as "adult care".

Ask plenty of questions when you visit, to be sure the facility provides the level of care and staff training that the patient needs. Visit facilities more than once if possible, at different times of day and on different days of the week. For a detailed checklist to use when evaluating facilities see the Long Term Care Facility Checklist in the Vital Information and Checklists section (page 1547) of this book.

Paying for Long-Term Care

Long-term care can be very costly. The cost of adult care homes (assisted living/rest homes) can be \$2000-\$5000 or even more per month, depending on the type of facility and level of care required. Nursing facilities may cost \$6000 or more per month. Most people cannot afford such costs for very long. While evaluating a long-term care facility, be sure to discuss payment options.

Assisted Living and Extended Care Facilities continued

Paying for Long-Term Care continued.

For nursing facilities, ask if the facility is Medicare- and Medicaid-certified. For adult care homes, ask if they accept Special Assistance. If you anticipate applying for public funding, ask if the facility requires payment in advance if the is an application pending.

Medicare: It is a common misconception that Medicare will cover most of the cost of long-term care. Medicare pays for less than 2 percent of nursing home care, limited to short-term skilled care after the resident meets strict criteria including prior hospitalization. Medicare does not pay for assisted living under any circumstances.

Medicaid: This federal/state program can help with the cost of nursing home care that exceed the resident's income. To be eligible, the nursing home resident must meet age and disability criteria, as well as meeting income and resource limits. Apply at Lee County Senior Services. Note that the eligibility rules for receiving Medicaid in a nursing home are quite different than those which are used for community-dwelling adults. Many people not eligible for Medicaid when living at home become eligible when they enter a nursing home.

Ashewood Estates

1115 Carthage St., Sanford, NC

(919) 774-3774

E-Mail: ashewoodestates@yahoo.com

Web: www.ashewoodestates.com

The Bayberry Retirement Inn

2002 Woodland Ave., Sanford, NC

(919) 774-7170

E-Mail: Sanford@thebayberryinn.com

Web: www.thebayberryinn.com

Retirement living facility for seniors (60 years of age or older, ambulatory or semi-ambulatory) who can no longer live alone. Also offers respite stays and vacation stays for when the family is away. Services include dining, transportation, and security.

Liberty Commons Nursing & Rehabilitation Center

310 Commerce Drive, Sanford, NC

(919) 499-2206

Web: www.liberty-ltc.com/lclee/index.html

Assisted Living and Extended Care Facilities continued

Oak Haven Retirement

700 Westover Drive
Sanford, NC
(919) 776-4121

Parkview Rest & Retirement

1801 Wicker St. Sanford, NC
(919) 774-4322
Web: www.parkviewretirement.com

Piedmont Health Senior Care Services

163 Chatham Business Drive
Pittsboro, NC 27312
(919) 545-7337

Piedmont Health Senior care is a program of all-inclusive Care for the Elderly (PACE). Mission is to promote and sustain the independence of seniors wishing to remain in the community. Provide seniors with comprehensive long-term health, social, medical and dietary care. Programs are a safe alternative to nursing home care.

Sanford Health & Rehabilitation

2702 Farrell Road
Sanford, NC
(919) 776-9602

Victorian Manor

1107 Carthage St. Sanford, NC
(919) 774-8989

Westfield Rehabilitation & Health Center

3100 Tramway Road
Sanford, NC
(919) 775-5404
Web: www.libertyhcs.com

Children's Homes, Resources and Services Providers

Baptist Children's Homes' Oak Ranch

2092 Oaktrail Lane

Sanford, NC 27330

Mailing address: P. O. Box 400
Broadway, NC 27505

Contact: Phillip P. Richmond, Director

Phone: (919) 258-5437

Fax: (919) 258-5617

Email: prichmond@bchfamily.org

Website: www.bchfamily.org/ranch

Directions: Six miles outside of Broadway at 3010 Buckhorn Road. From Sanford take highway 42 towards Broadway. In Broadway turn left on E. Harrington (becomes Buckhorn Road) and proceed six miles to 3010 Buckhorn Road. Turn right on Oaktrail Lane (gravel road); office is one mile on left.

Description: Outcome-based residential child care program for at-risk boys and girls ages 8-17. Includes specialized equine therapy component. Program offers clarification/value change, continuing care, and after care services.

Eligibility: Boys and girls ages 8-17.

Hours: 8:30am -5:00pm Monday-Friday (administrative)

Intake: Call or email request

Languages: English, Spanish

Fees: Sliding scale determination

Blandonia Child Development Center

402 S. Horner Blvd.

Sanford, NC 27330

Phone: (919) 774-4122

Services: Childcare supervision and training for 2 (must be potty trained) to 12 years old. Need physical and shot record. Prepare child for kindergarten. Care for school-age children ages 5-12 before/after school. Summer program for school-age children. Transport children to and from school.

Languages: English and Spanish

Fees: Sliding scale. Contact office for more information.

Children's Homes, Resources and Services Providers cont.

Boys & Girls Club of Sanford/Lee County Inc.

Contact: Daniel Simmonds, Executive Director

Contact: Brandon Kivett, Area Director

Administration:

1013 Carthage Street

Sanford, NC 27330

Phone: (919) 776-6304

Mail: P. O. Box 2027

Sanford, NC 27331-2027

Fax: (919) 775-2582

Eligibility: Lee County school-aged children up through high school

Hours: 6:30AM -6:00PM on summer of "full days" when kids are out of school.

2:00PM – 6:30PM on school days.

Intake: Call to request membership application or apply at 1414 Bragg Street.

Fees: Annual membership costs no more than \$52 and is available on a first come first served basis.

Languages: English and Spanish

Website: www.sanfordbgc.org

Arts Department: School-aged children can participate in: National Fine Arts exhibit, National Photography exhibit, daily art activities: drawing, painting, 3-D art, drama, etc. Staffed by paid B&GC staff. Accepts volunteers over 18 who are interested in art.

Education Department: The Education Department provides programming in the following areas: Tutoring (in-school and after school), Accelerated Reading preparation, Phenomenal Girls (character development for adolescent girls), reading programs, spelling bees, board games, computer activities.

Game Room Department: Game room activities are simple, fun games that draw many children to the Boys & Girls Clubs where they then receive academic and character enrichment programming in all areas. Program activities but are not limited to: Billiards, age appropriate video games, board games, group play activities, foosball, air hockey, and other traditional childhood games.

Health & PE: The Health & PE departments at the three B&GC of Sanford sites allow Club members to participate in section athletic tournaments with other B&GC's in the state of North Carolina. These may include: basketball, flag football, soccer, etc. and are all available for the various age groups at different times of the year. Other daily programs include various athletic activities.

Children's Homes, Resources and Services Providers cont.

Boys & Girls Club of Sanford/Lee County Inc. continued

OT Sloan Park B&G Club

Phone: (919)776-3525

1414 Bragg Street

Sanford, NC 25330

Directions: Location in O.T. Sloan Park off Bragg Street

Witen Family Center B&G Club

Phone: (919) 663-6159

126 South Sixth Street

Siler City, NC 27334

Coalition for Families

507 N. Steele Street, Sanford, NC 27330

Phone: (919)774-8144

Website: www.coalitionforfamilies.org

Child Care Resource & Referral (CCR&R)

Phone: 919-776-7157

Services: A multi-dimensional program designed for parents and child care providers. CCR&R provides information to parents that will help them choose affordable, quality care. They will provide unbiased referrals to all licensed child care facilities. CCR&R also serves as a resource for all child care providers to have access to knowledge and materials that will create a learning environment within their facility. Training for all child care providers is offered and credit hours are handed out. A 'Resource Library' is available for membership to all child care providers and parents for a small fee.

Languages: English and Spanish

Parents as Teachers

Phone: (919)774-8144

Services: A home visitation program for families with children birth to five. A parent educator shares child development information from the National Parents as Teachers curriculum and an age-appropriate activity each month. The focus of this program is to prepare children for kindergarten and to provide parent support. Parent group meetings, community activities, and developmental screenings are offered throughout the year. A learning center is also available for parent groups and individuals to use providing children with age appropriate learning through play materials.

Eligibility: Children must be between the ages of birth to five years of age. No income eligibility required.

Children's Homes, Resources and Services Providers cont.

Coalition for Families

Sister Love

Phone: (919) 774-8144

Service: An infant mortality reduction initiative for African-American women of childbearing ability. Program focus includes: health education, group support activities, incentive programs, home visitation, exercise component, and community outreach.

Teen Pregnancy Prevention/Adolescent Parenting Program

Phone: (919)774-8144

Services: *Pregnancy Prevention* – During and after school classes are held for middle and high school students to learn about good decision making, taking responsibility, etc. Service learning and field trips are also provided. New referrals are taken each school year.

Adolescent Parenting is for pregnant and parenting teens who are staying in school. Referrals are taken anytime. Group sessions held during the school day that focus on daily life issues. Individual home visits are also made on a monthly basis to teach parenting skills.

Eligibility: Pregnancy prevention – an at-risk teen in middle or high school

Adolescent parenting – must be pregnant or parent teen in school (public or private)

Languages: English and Spanish with some limitations.

Lee County Partnership for Children

143 Chatham Street

Sanford, NC 27330

(919) 774-9496

Hours: Monday through Thursday 8am to 5pm, Friday 8am to 2pm

Clients: children birth to five years old.

Services: Administer North Carolina pre-K (free to four years old). Childcare subsidy, Dolly Parton Imagination Library, Reach Out and Read Literacy Program, support to child care centers to increase and maintain quality. Priority given to children experiencing homeless for NC pre-K, and childcare subsidy.

Eligibility: children birth to five years old in Lee County. Subsidy parents must be working or in school. (Temp job-seeking vouchers available.) Homeless families do not need to be on waiting list, served immediately. For NC pre-K there is no requirement, homeless families are automatically eligible and are at top of list.

Children's Homes, Resources and Services Providers cont.

Small Hands Big Future Daycare

1112 Broadway

Sanford, NC 27332

(919) 718-9434

www.smallhandsbigfuture.com

Licensed daycare for 6 months to 12 years. Also qualified for children with disabilities.

Stepping Stones Childrens Center

1550 Kelly Drive

Sanford, NC 27330

(919) 708-7866

Licensed daycare also offering care for children with disabilities.

Consumer Protection and Legal Aid Service Providers

Advance directives are documents such as living wills and health care powers of attorney that specify your wishes related to health care in the event that you are unable to speak for yourself. See the Vital Information and Checklist section at the back of this book for more information about these documents. Page 151.

A power of attorney is a legal document giving someone else, who is called your “agent” or “attorney-in-fact”, the power to act on your behalf in certain circumstances. A durable general power of attorney is one that grants broad powers to your agent and stays in effect even if you become incompetent. This is a very important document to have in place BEFORE you need it – so that someone you trust can manage your affairs if you are suddenly unable to. A person who is already incompetent cannot grant a power of attorney. It is important to remember that a power of attorney gives your agent the “power” to do things that you would choose to do yourself, not the “power over” you, to do things against your will. As long as you are competent, you can overrule your agent’s decisions, or you can revoke the power of attorney or give the power to a different person.

Guardianship is a legal proceeding by which a person can be declared incompetent to manage their own affairs. A representative is then appointed to make decisions on the person’s behalf. A guardian, unlike a person who holds a power of attorney, can overrule a person’s decision if necessary to care for the person’s needs.

Representative Payee is a special designation used by the Social Security Administration to refer to a person who is receiving Social Security payments on behalf of someone who is unable to manage their own funds. It is more than a power of attorney and less than a guardianship, but applies only to Social Security. The Social Security Administration does not accept regular power of attorney for this purpose. Applications for representative payee status are on the SSA website, www.ssa.gov.

Advance Directives

(919) 774-2100 Central Carolina Hospital

(919) 776-0501 Lee Co. Senior Services

(919) 775-5624 NC Cooperative Ext. Service, Lee County

Type of Service: Legal

Contact: Attorneys

Central Carolina Hospital (919) 774-2100

Family Physicians

Consumer Protection and Legal Aid Service Providers cont.

Advance Directives continued

Lee County Senior Services (919) 776-0501

N.C. Cooperative Ext. Service (919) 775-5624

Service Description: Advance Directives are legal documents such as living wills and healthcare power of attorney, which will permit you to make certain choices regarding your future health care. You may make different choices as to the level of care you wish to be withheld or discontinued depending upon your medical condition.

Credit Reports, Free

Web: www.annualcreditreport.com

Type of Service: Consumer Credit Counseling

Service Description: You can get one free credit report each year, from each of the three major credit bureaus. It's wise to check your credit report periodically to help prevent identity theft problems.

Disability Rights North Carolina

3724 National Drive Suite 100

Raleigh, NC 27612

(919) 856-2195

(877) 235-4210 Toll Free

E-mail: info@disabilityrightsn.org

Web: www.disabilityrightsn.org

Service Description: Disability Rights North Carolina provides free legal and advocacy services to people with disabilities living in North Carolina for disability related rights violations and discriminatory actions.

Other Information: Disability Rights North Carolina has been the federally mandated protection and advocacy system for people with disabilities in North Carolina since July 1, 2007, continuing the work previously conducted by Carolina Legal Assistance and the Governor's Advocacy Council for Persons with Disabilities. Disability Rights NC is the only nonprofit organization in our State dedicated to providing advocacy and legal services to people with all types of disabilities.

Legal Aid of North Carolina, Inc.

Administration Office:

224 South Dawson Street

Raleigh, NC 27601

Consumer Protection and Legal Aid Service Providers cont.

Legal Aid of North Carolina, Inc. continued

(877) 579-7562 SENIOR LEGAL HELP LINE

(866) 219-5262 Toll Free

Indicate in which county you live.

Hours for New Clients Registration: 9-11am; 1-3pm (Monday thru Friday)

Web: www.legalaidnc.org

Type of Service: Legal Aid for low-income persons in non-criminal matters.

Cost: none

Service Description: The LANC Senior Law Project (SLP) specifically serves clients that are 60 years of age or older. Special priority is given to the population consisting of those seniors with the greatest economic or social need. Clients who are age 60 or older are exempt from some income limitations and are eligible for most of our services.

Some of the services we can help you with:

Simple Will; Living Will; Power of Attorney; Health Care Power of Attorney

Public Benefits:

Medicaid

SNAP – Supplemental Food Assistance Program

SSI/SSD

Abuse/Neglect

Unemployment Compensation

Housing Issues:

Landlord/Tenant (Eviction Defenses) or Mortgage Foreclosure

Subsidized Housing Rights

Tenant's Repair Needs

Utilities

Consumer Issues

Wrongful Repossession

North Carolina Department of Justice

114 West Edenton Street, Raleigh, NC 27603

(919) 716-6400 Josh Stein, Attorney General

(877) 5NO-SCAM Toll Free (877) 566-7226

Web: www.ncdoj.gov

Type of Service: Consumer Protection

Service Description: Assists with consumer problems and unfair and deceptive trade practices by businesses, as well as educating consumers about scams.

Consumer Protection and Legal Aid Service Providers cont.

North Carolina Lawyer Referral Service

8000 Weston Parkway

Cary, NC 27513

(919) 677-0561

(800) 662-7660

Web: www.ncfindalawyer.org

Type of Service: Legal

Cost: Private Pay

Service Description: Provides referral information, i.e. gives names and phone numbers of attorneys.

North Carolina Senior Consumer Fraud Task Force

See North Carolina Department of Justice - If you or someone you know becomes a victim of fraud, please contact:

Local law enforcement authorities or the

North Carolina Attorney General's Office

Consumer Protection Section

9001 Mail Service Center

Raleigh, NC 27602

(919) 716-6000

Type of Service: Consumer Protection

Description of Service: The North Carolina Senior Consumer Fraud Task Force was established in 1998 by the Office of the Attorney General, the North Carolina Division of Aging and Adult Services and AARP to fight consumer fraud that targets seniors in our State. Federal, state and local law enforcement, consumer North Carolina Senior Consumer Fraud Task Force networks, crime prevention agencies and the state's aging network have formed an alliance to take action against consumer fraud.

OUR GOALS:

To identify consumer fraud and deceptive trade practices in North Carolina in order to enhance awareness and prevention.

To educate older North Carolinians about fraud and how to avoid being victimized; and what to do if they are defrauded.

To use volunteers as a resource for law enforcement in the fight against fraud.

To link various agencies to provide updated information on fraud and deceptive practices occurring in the state that target seniors.

Consumer Protection and Legal Aid Service Providers cont.

North Carolina Senior Legal Helpline

(877) 579-7562 Toll Free

Web: https://www.legalaidnc.org/public/learn/Statewide_Projects/

Intake hours for new callers: 9am – 11 am; 1pm – 3pm (Monday- Friday) Type of Service: Legal aid to those who qualify

Description of Service: Serving clients who are 60 years of age or older. Priority is given to the population of seniors with the greatest economic need for help with legal services in civil (non-criminal) matters.

Counseling and Mental Health Service Providers

Many older adults and their caregivers can benefit from counseling services to assist in coping with depression, anxiety, grief, interpersonal difficulties, and other concerns. Treatment options may include counseling/therapy sessions, education, support groups, and/or medication. Medicare, Medicaid, and other insurance may pay for counseling services and some providers offer sliding scale fees for uninsured people. Some providers even offer home visits for clients who are homebound or lack transportation.

For low-income people who do not have insurance for mental health services, public-funded services can be accessed by calling Sandhills Center.

Daymark Recovery Services, Inc. (Sandhill Mental Health, LME)

130 Carbonton Rd.

Sanford, NC 27330

(919) 774-6521-Appointment and Crisis Services (Mon thru Friday 8am to 5pm)

(866) 275-9552 -After Hours, Weekends and Holidays

(800) 256-2452-Toll Free - Mobile Crisis Management Team

Mission Statement: The mission of Sandhills Center Managed Care

Organization/Local Management Entity is to develop, manage and assure that persons in need have access to quality mental health, development disabilities and substance abuse service. Clinical Triage and Referral Section service can be accessed 24 hours a day, seven days a week, 365 days per year by calling toll free 1(800) 256-2452. We suggest that you discuss such needs with your service provider to determine community resources for which you may be eligible.

Clients served include children, youth, disabled, veterans, and adults.

Services include case management, counseling, medication management and group counseling.

Walk-in services daily from 8 to 5 for mental health crisis, case management services.

Daymark Recovery Services, Inc. (Sandhill Mental Health, LME)

205 Memorial Drive

Pinehurst, NC 28374

(910) 295-6853

Hours: Monday—Friday 8am-5pm (walk-ins 9am – 3pm)

We serve the following counties, Moore, Lee, Montgomery, Hoke and Richmond.

Counseling and Mental Health Service Providers continued

MonarchLee PSR

214 McIver Street
Sanford, NC 27330
(919) 774-1485

Hours: 8am to 3:30pm

Clients: 18 years and older with mental health diagnosis

Services: Education about everything needed to live independently as possible, mental illness, medication management, housekeeping skills, social skills, budgeting, communications skills, shopping, relationships, pre-vocational skills, housing connect, mental health services connect.

Sandhills Center

1120 Seven Lakes Drive
West End, NC 27376
(800) 256-2452
(866) 518-6778 (TTY)
www.sandhillscenter.org

Sandhills Center: Access2Care Behavioral Health Screening

Sandhills Center is a Local Management Entity (LME) and a Medicaid-funded Managed Care organization (MCO) that acts as an agent of the North Carolina Department of Health and Human Services. As an LME/MCO we provide access to publicly funded mental health, intellectual/ developmental disabilities and substance abuse services for the citizens of Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph and Richmond counties. Sandhills Center offers access to services in your community, a provider network that is culturally competent and respectful; and a collaborative approach to problem-solving and resource development.

Clinical Triage and Referral Section service can be accessed 24 hours a day, seven days a week, and 365 days per year by calling toll free 1(800) 256-2452. If you or a family member needs professional help with mental health, substance abuse or intellectual/developmental disabilities, please call our 24-hour call center.

The Access2Care screening program is designed to provide access to anonymous, online, evidence-based behavioral health self-screenings, educational resources and referral information in English and Spanish. Access2Care is available online 24 hours a day, seven days a week. www.SandhillsCenterAccess2Care.org

Dental Care Service Providers

Call to verify payment options and insurance information

Benhaven Medical Center / First Choice Community Health
(919) 499-9422

Edrington, David A., DDS, PA
(919) 776-7723
Will file all major insurances and self-pay

Faulk, JR., R. Kelly, DDS, PA
(919) 774-9419

Hattaway, Michael C., DDS, PA
(919) 775-2522
Accepts all dental insurances and self-pay

Hincks, Thomas C., DDS, PA
304 Hawkins Ave
(919) 774-4324
Sanford, NC 27330

Lane & Associates
(919) 774-6311 Tiffany Drive
(919) 774-1993 South Horner Blvd
Accepts Medicaid and most major dental insurances

Madden, Harold W., DDS
1301 Carthage St
Sanford, NC 27330
(919) 774-4433

Moretz Dawn, DDS, PA
703 Carthage St
Sanford, NC 27330
(919) 775-5549
Accepts all insurances and self-pay

Dental Care Service Providers continued

Piedmont Health/Moncure Community Health Center

(919)542-4991

For more information see Hospitals, Clinics, Healthcare Providers. Page 95.

Sandhills Pediatric & Family Dentistry

55 Amarillo Lane

Sanford, NC 27332

(919) 499-9950

Sloan, Eldon F., DDS

103 Church St

Broadway, NC

(919) 258-9321

Smith, Brian, DDS, MS, PA – also orthodontist

(919) 774-4744

Will file all dental insurances

St. Joseph of the Pines - Outreach Free Adult Dental Mobile Program

(910)246-3126

UNC School of Dentistry

UNC Chapel Hill- Ground Floor, Tarrson Hall

Corner of Manning Drive & Columbia Street

Campus Box 7450, Chapel Hill, NC 27599-7450

(919) 537-3737 General Inquiries

Web: www.dentistry.unc.edu

Type of Service: Dental Hygiene

Service Description: The mission of the University of North Carolina at Chapel Hill School of Dentistry is to promote the health of the people of North Carolina, the nation and the world through excellence in teaching, patient care, research and service.

The School of Dentistry is honored to provide high-quality comprehensive, primary and specialized oral health care to adults and children throughout the state.

Vanderseen, Bryan, DDS, MS - Accepts Delta Dental and self-pay. Files insurance as a courtesy

109 Dennis Drive, Sanford, NC

(919) 775-1615

Disability Resources and Service Providers

American Cancer Society

8300 Health Park Suite 10

Raleigh, NC 27615

(919) 334-5218

(888) 227-6333

(800) ACS-2345

Web: www.cancer.org

Type of Service: Information/Support

Cost: None

Service Description: The American Cancer Society answers your cancer related questions.

American Home Patient

2912 S. Horner Blvd.

Sanford, NC 27330

(919) 774-2385 American Home Patient

(800) 959-8031

Web: www.ahom.com

Type of Service: Respiratory and Home Medical Equipment

Service Description: All respiratory (home oxygen, CPAP, BiPAP, nebulizers, aerosol medications, internal feedings) and medical equipment (wheelchairs, hospital beds, walkers, and bath aids). Personal caring service for local folks by local folks!

Auditory Learning Center

NC Department of Health and Human Services / Division of Aging and Adult Services

2101 Mail Service Center, Raleigh, NC 27669

(919) 855-3400

Web: <http://auditorylearning.net>

Type of Service: Hearing Impaired Services

Cost: Many services are without charge, other fees vary

Service Description: Serves deaf and hearing-impaired children across North Carolina, with information, videotapes, and referrals. Also serves professionals throughout NC working with hearing impaired people with extensive training in audition, speech, language development and on-the-job observation and demonstration.

Miscellaneous Information: Training plans change quarterly. Call the Center for the latest schedule

Disability Resources and Service Providers continued

Brick Capitol Community Development Corporation

(919) 775-2300

For more information see Emergency and Homeless Shelters. Page 54.

Bright Audiology

1620 S. Third St.

Sanford, NC 27330

(919) 774-3277 Office

Web: www.brightaudiology.com

Type of Service: Audiology & Hearing Aid Services

Mission Statement: To provide individuals with essential of life- the ability to communicate through enhanced hearing.

Cost: Varies

Service Description: We provide the following services:

*Thorough hearing evaluations for all ages

*Custom hearing aids based on the individual hearing loss and listening needs.

Hearing aids can be tried for a full trial period with no hidden fitting fees.

*Assistive hearing devices for home: TV, telephones, alerting signalers.

*Tinnitus evaluations/management.

Why we are unique:

*We have personal experience with hearing loss.

*We hold Doctoral Degrees in our areas of expertise: Audiology Pathology.

Disability Rights North Carolina

(919) 856-2195

For more information see Consumer Protection and Legal Aid Service Providers.
Page 30.

Division of Services for the Blind

Lee County DSS

530 Carthage St.

Sanford, NC 27330

(919) 718-4690 Ext. 5248

Social Worker for the Blind- Sallie Wofford

E-mail: sallie_wofford@dhhs.nc.gov

Type of Service: Visual Impairment

Disability Resources and Service Providers continued

Division of Services for the Blind continued

Service Description: The goal of services for the blind is to assist consumers in maintaining independence through individual assessments and training services. These include but not limited to: low-vision assessments and magnifiers, independent living aids, orientation and mobility, rehabilitation training, technical support, Library services, Camp Dogwood, the VIP Fishing Tournament, maintaining centers held locally, and training at the Rehabilitation Center on the Governor Morehead Campus.

Miscellaneous Information:

Jamie Perkins- Area Supervisor
206 Mail Service Center
309 Ashe Avenue
Raleigh, NC 27699-2601
(919) 733-9744

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Glaucoma Eye Care Program

PO Box 429098
San Francisco, CA 94142-9098
(877) 887-6327 Administration
(415) 561-8567 Fax

E-mail: pubserv@aao.org

Web: www.eyecareamerica.org

Type of Service: Medical Eye Care

Cost: For those with no insurance; no fee

Service Description: The GLAUCOMA EYE CARE PROGRAM encourages those who are AT RISK for Glaucoma to have a dilated eye examination, the most effective way of detecting the disease in its early stages. Anyone at increased risk can be referred to an ophthalmologist for such an exam. The risk factors are: age, glaucoma in one's immediate family and race.

Those with no insurance are seen without charge. Citizenship or legal residency is required. Those with access to care in other ways (an HMO, VA hospital, etc.) are not eligible.

Go to the website for on-line referral questionnaire to determine eligibility.

Disability Resources and Service Providers continued

Highway to Healing

(919) 774-8940

For more information see Transportation Service Providers. Page 116.

Johnston-Lee-Harnett Community Action

(919) 776-0746

For more information see Government Agencies and Programs. Page 91.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Health Department Clinics & Programs

(919) 718-4640

For more information see Government Agencies and Programs. Page 76.

Lee County Industries LCI, Inc.

(919) 775-2241

For more information see Employment Resource and Service Providers. Page 58.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Legal Aid of North Carolina, Inc.

(877) 579-7562 (Senior Legal Help Line)

(866) 219-5262 (Toll free)

For more information see Consumer Protection and Legal Aid Service Providers.
Page 30.

North Carolina Division of Services for the Deaf and the Hard of Hearing

2301 Mail Service Center

Raleigh, NC 27699-2301

(919) 874-2212 Local

(800) 851-6099 Voice/TTY

Type of Service: Human Services related to Deaf, Deaf-Blind and Hard of
Hearing

Cost: None

Disability Resources and Service Providers continued

NC Division of Services for the Deaf and the Hard of Hearing continued

Service Description: Seven Regional Resource Centers for 10 counties including Lee County. Agency provides advocacy, interpreting, communication support, information, referral and training for and about persons who are Deaf, Deaf- Blind and Hard of Hearing.

North Carolina Lawyer Referral Service

(919) 677-0561

(800) 662-7660

For more information see Consumer Protection and Legal Aid Service Providers.

Page 32.

North Carolina Library for the Blind & Physically Handicapped

1841 Capital Blvd.

Raleigh, NC 27635

(888) 388-2460 Nationwide Toll Free

(919) 733-4376 Voice

(919) 733-1462 TDD

(919) 733-6910 Fax

E-mail: nclbph@ncdcr.gov

Web: <http://statelibrary.ncdcr.gov/lbph>

Type of Service: Provides reading materials for Visual/Handicapped

Parent Agency: NC Department of Cultural Resources

Also connected with, and administers services for: National Library Service for the Blind and Physically Handicapped of the Library of Congress (NLS).

Website: <http://www.loc.gov/nls/>

Cost: There is no cost for the library service, except for a one-time fee for the Descriptive Video Club (includes VHS and DVD items). All books, materials and equipment are mailed "Free Matter for the Blind."

Service Description: Loans recreational reading materials (books and magazines) in Braille, on digital cartridge, on cassette tape and in large print. All audio materials will only play on special playback equipment which the library loans to active patrons, providing they check out at least one book per year. There are special attachments for the equipment, such as breath switches, amplifiers, and extension levers for the cassette players to assist patrons with special needs. The library offers a book collection of over 90,000 titles and over 100 magazines. The library collection includes children, juvenile, and adult materials. There are also a limited number of foreign language titles. The library now has a downloadable service for their digital books.

Disability Resources and Service Providers continued

North Carolina Library for the Blind & Physically Handicapped continued

The library offers a collection of over 200 videos that have audio descriptions of the action. The library does not loan video equipment.

This part of the library service is only open to patrons who are actively using another part of the service. There is a one-time charge for this service.

Population Served: The library will serve individuals residing in NC who cannot use regular print due to a visual or physical handicap, or institutions that serve qualified individuals, such as schools or nursing homes.

Eligibility & Certification: Any NC resident who, because of either a visual impairment or a physical handicap, cannot use regular printed materials would qualify for the service. An application, available by mail or on-line on the website, must be completed and certified by a qualified authority such as a social worker, nurse, or doctor. Applications for individuals that have a reading or learning disability require a medical doctor to certify that the disability has a physical basis. The original signed application must be mailed in. Faxed or e-mailed applications cannot be accepted due to NLS regulations.

Volunteers: The library uses many volunteers at the Raleigh facility.

Volunteers are used for recording in-house books or magazines, brailing, shipping activities, administrative support and clerical duties.

We will provide speakers, on a limited basis for presentations of library services.

North Carolina Assistive Technology Program

1110 Navaho Drive
Raleigh, NC 27609-7322
(919) 775-3439 ext.221
2711 Tramway Rd.
Suite 101 Sanford, NC 27332
(919) 775-3439 ext. 221

Web: www.ncatp.org

Type of Service: Disabled-Technology

Cost: Formal written computer access evaluations are available on a fee-for-service basis; all other services are free.

Service Description: Serves all disabilities, all ages. Primary purpose is to help people with disabilities and professionals select assistive technology (equipment) to enable a person with a disability to become more independent and to improve the quality of one's life.

Disability Resources and Service Providers continued

North Carolina Assistive Technology Program continued

Demonstration and tryout of adaptive equipment, information and referral through 12 demonstration centers are available. Short term loan of equipment is also North Carolina Assistive Technology Program available. Information on funding resources and strategies as well as community resources is available.

Sanford Lions Club

P.O. Box 892

Sanford, NC 27331-0892

Sanford Lions Club

(919) 935-4077

Web: www.sanfordlionsclub.com

E-mail: weserve@sanfordlionsclub.com

Type of Service: Visually Impaired/Hearing Impaired

Service Description: Provide assistance with the visually impaired.

Seniors Eye Care Program

P.O. Box 429098

San Francisco, CA 94142-9098

(877) 887-6327 Administration (Toll Free)

Monday thru Friday 8a.m. till Noon (PST)

E-mail: eyecareamerica@aao.org

APPLY ON-LINE

Web: www.eyecareamerica.org

Type of Service: Medical Eye Care

Cost: No cost to patient

Service Description: Provides medical eye exam in order to detect and treat eye disease at no cost to patient (65 years and older). Medical eye care is provided through an area doctor. (In our area there are locations in Southern Pines, Raleigh and Fayetteville.)

Visit website for on-line questionnaire to determine eligibility for program.

Eligible Persons:

- must be 65 years of age or older
- must be citizen or legal resident
- for those who haven't had medical eye care in the last three years
- do not have an ophthalmologist (medical eye doctor).

Miscellaneous Information: Literature about various eye diseases is available upon request & referral service

Disability Resources and Service Providers continued

Services for the Blind (Lee County) / Department of Social Services

530 Carthage St.

Sanford, NC 27330

(919) 718-4690 ext. 5248 Sallie Wofford, SW III, BSW

Service Description: Social Worker for the blind provides teaching of independent living skills to visually impaired children and adults; serves as a liaison with other agencies. Information and referral provided as appropriate; counseling on individual basis.

Medical eye care is available to prevent the loss of vision (eye exams, surgery, medication and screening – based on income)

Social Security Administration

(800) 772-1213 Toll Free

(877) 319-5774 Toll Free – Sanford office

For more information see Government Agencies and Programs. Page 83.

Telecommunications Access of NC (TANC) a.k.a. Relay NC

(919) 733-2974

711 Voice or Text

(800) 735-2962 TTY

(877) 735-8200 Toll Free

(888) 999-5737 Telecommunications Equipment Distribution Program (TEDP)

Web: <http://www.fullcirclecare.org/nc/disability/relay.html>

Type of Service: Disability Support

Service Description: Relay North Carolina is administrated by the Department of Health and Human Services - North Carolina Division of Services for the Deaf and Hard of Hearing. It was established by the NC General Assembly in 1989.

This service provides telephone accessibility to people who are deaf, hard of hearing, or speech-disabled. It is designed so that anyone can pick up the phone and make a call. The person needing the service calls a special phone number and is connected to a trained Relay operator. The operator facilitates the call using the Relay preference you indicate. It is available 24 hours a day, 365 days a year, with no restrictions on the number of calls or on their length.

There is no charge for using Relay North Carolina within your local calling area. Long-distance call rates are determined by the carrier of choice. Currently, Sprint is the contracted provider of the service. Sprint long-distance calls are billed at a reduced rate.

Disability Resources and Service Providers continued

The Exchange Club of Sanford

(919) 776-0501

For more information see Equipment Providers. Page 62.

Veterans Administration Regional Office

(800) 827-1000 VA questions

For more information see Government Agencies and Programs. Page 84.

Veterans Services

(919) 776-0501 ext. 209

For more information see Government Agencies and Programs. Page 84.

Vocational Rehabilitation

201 Commercial Court

Sanford, NC 27330

(919) 775-2247

Hours: 8am to 5pm.

Type of Service: Employment Assistance for Persons with Disabilities

Cost: Services are generally free. If client has Medicaid or private insurance, those benefits will be used first.

Service Description: Provides services to enable a disabled person, (Physical, Mental, Emotional or Learning Disability) to find and keep a job. A determination will be made as to whether VR Services are likely to enable the disabled person to maintain employment. The disability must be documented by a doctor. Services could include job placement, training, equipment, job site accommodation, transportation, etc.

Vocational Rehabilitation for the Visually Impaired

Division of Services for the Blind

225 Green St., Suite 500

Fayetteville, NC 28301

(910) 486-1582

(800) 422-1897

Web: www.ncdhhs.gov/dsb

Type of Service: Rehabilitation for Visually Impaired

Cost: No cost to client

Disability Resources and Service Providers continued

Vocational Rehabilitation for the Visually Impaired continued

Service Description: Assist clients with eye care, surgery, medical transportation, reimbursement, medication, training (in some cases college), mobility training, employment location, vocational evaluation, and the rehabilitation center in Raleigh is available.

Miscellaneous Information: May call directly or be referred by Sallie Wofford at the Lee County Department of Social Services (919) 718-4690.

Elder Abuse / Protective Services for Adults

Adult Protective Services (Lee County Department of Social Services)

919-718-4640

For more information see Government Agencies and Programs. Page 73.

Long-Term Care Ombudsman, Regional

800-310-9777

www.tjaaa.org/ombudsman.aspx

Advocates for rights of residents in long-term care facilities

NC Division of Aging and Adult Services, Elder Rights Section

919-855-3400

693 Palmer Dr. Raleigh, NC 27603

www.ncdhhs.gov/aging/ombud.thm

Receives and resolves complaints about long-term care facilities.

NC Division of Health Services Regulation Complaint / Question Hotline

800-624-3004

www2.ncdhhs.gov/dhsr/ciu/complaintintake.html

Receives complaints about long-term care facilities

Emergency and Crisis Assistance Service Providers

211

Call this number for general information such as emergency housing, food, health care, parenting and many other resources.

See page 12.

911

Call this number for urgent services such as fire, medical or police.

See page 12.

American Red Cross

507 North Steele Street, Room H212

Sanford, NC 27330

(919) 774-6857

Web: www.redcross.org

Type of Service: Emergency

Cost: Varies

Service Description: To help prepare people for, cope with, and recover from emergencies such as:

Disaster assistance for: one-family fires, flood, tornado, and hurricane victims,

Emergency communication and armed forces and families

Health and safety education (CPR, First Aid, Water Safety, HIV/AIDS)

Babysitter's Training

Blood Donor Programs

Carolinas Poison Control

PO Box 32861

Charlotte, NC 28232

(800) 222-1222

Web: www.ncpoisoncenter.org

Type of Service: Emergency

Cost: Free

Service Description: Designated state-wide Poison Center for North Carolina.

Staffed 24 hours a day, seven days a week by registered nurses and pharmacists

who are specially trained to provide diagnostic and treatment advice for acute and chronic poisonings to the Toxicologists, who are also available 24 hours a day.

Emergency and Crisis Assistance Service Providers cont.

Crisis Intervention

HAVEN in Lee County

215 Bracken St.

Sanford, NC 27330

(919) 774-8923

Web: http://www.havenlee.org/Home_Page.html

Type of Service: Telephone, walk in crisis intervention, emergency youth shelter, referral service, services and support for victims of domestic violence and sexual assault, batterer intervention.

Cost: None

Service Description: Services include crisis intervention, information and referral services given to the appropriate resources depending on the type of crisis and location of the caller, companionship during hospital and criminal justice procedures, emergency shelter and transportation, support group, emotional support for victims and survivors, displaced homemakers program and Community Education (go into community to do domestic violence and sexual assault prevention and education). Counseling is also available for various crises. We also offer an open-house program and a shelter for youth, based on referrals by the Department of Social Services

Miscellaneous Information: Someone is available by phone 24 hours a day.

All services are available to English and Spanish speaking persons. See Facebook page for current events: haveninleeco

Daymark Recovery Services, Inc. (Sandhill Mental Health, LME)

(919) 774-6521-Appointment and Crisis Services (Mon thru Friday 8am to 5pm)

(866) 275-9552 -After Hours, Weekends and Holidays

(800) 256-2452-Toll Free - Mobile Crisis Management Team

For more information see Counseling and Mental Health Services Providers.

Page 34.

Emergency Response Systems

Type of Service: 24 Hour telephone contact designed to provide peace of mind at the touch of a button. The service is available for anyone who would like to feel more secure while at home alone.

Cost: \$50.00 Initial Set-up, \$30.00 a month for service; No need to go into the store (can order over the phone), Pay driver for service, No service contract

Contact: Quality Home Healthcare Store

Address: 106 Park Ave., Sanford, NC 27330

Phone: (919) 775-2001

Emergency and Crisis Assistance Service Providers cont.

Lifeline

Address: 111 Lawrence St.

Framingham, MA 01702-8156

Phone: (800) 543-3546 Toll Free

Emergency Response Systems

There's a reason why over 2,000,000 healthcare professionals and millions of older adults and their families have made Lifeline the leading provider of medical alert service. Home Safe Standard easy to use. Subscriber can push the waterproof help button anytime they request help. Home Safe with Auto Alert gets all the benefits and features of the home standard system plus an added layer of protection. Go safe mobile medical alert, a mobile system that allows subscribers to take the benefits of the lifeline service where they want, when they want. With two-way voice communication, six advanced locating technologies. Auto alert fall detection feature No landline phone needed, Flexible payment options allow for monthly credit card or paper statement billing.

Emergency Shelters

See Emergency and Homeless Shelters. Page 54.

Fayetteville VA Medical Center Homeless Programs

(910) 488-2120

For more information see Emergency and Homeless Shelters. Page 56.

Johnston-Lee-Harnett Johnston Community Action, Inc.

225 S. Steele St.

Sanford, NC 27330

(919) 776-0746 (Lee County)

(910) 814-8360 (Harnett County)

(919) 934-2145 (Johnston County)

Web: www.jhca.org

Type of Service: Case Management/crisis assistance/housing counseling/housing rehabilitation/weatherization/head start

Cost: Service are free if income eligible

Service Description: Johnston-Lee-Harnett Community Action is a private non-profit agency whose purpose is to develop programs to meet the needs of economically disadvantaged people and families. Currently, we provide the following.

Family Services: Offer a comprehensive approach to assisting families to rise above the poverty level and become self-sufficient.

Emergency and Crisis Assistance Service Providers cont.

Johnston-Lee-Harnett Johnston Community Action, Inc. continued

The counselors evaluate the entire family condition to provide budget planning assistance in developing an overall plan for self-sufficiency to reach their goals. Assistance is provided in finding affordable housing, better jobs, getting a better education and other stated goals within their overall plan. Income guidelines for this program are 100% of the poverty guidelines. Bring income verification and social security cards for each household member.

Weatherization Program: Includes air sealing using a new technique to provide maximum energy conservation during extreme weather. Puts insulation in the floor and ceiling, caulks all air leaks, etc.

Heating Assistance Repair Replacement: Checks out the heating unit and repairs or replaces the unit when needed, also checks for carbon monoxide leakage. To apply for either the weatherization program or the HARRP Program; bring income verification, deed if own house, rent receipt if you rent, and social security cards for all family members. The income for weatherization are 200% and HARRP Programs are 150% of the poverty guidelines.

Urgent Repairs: This program makes urgent repairs to fix unsafe or unsanitary conditions. The program usually works with one project such as repairing a roof, fixing a substandard floor, making a wheel chair ramp. Etc. Bring income verification, social security cards for each household member and deed showing ownership. Urgent repairs income guidelines are 50% or below the median income guidelines. There is a Spanish speaking counselor in Lee County to assist with outreach information, referral and follow-up, for clients with language barriers.

Housing Counseling: Comprehensive Housing Counseling is designed to assist homeowners who are experiencing financial difficulty and are behind in their mortgage payment. Default and Delinquent Counseling, and pre-purchase counseling is provided. We also provide HECM and Fannie Mae reverse Mortgage counseling.

Head Start Program: for 3&4 -year old disadvantaged children and their families. They should be 3 or 4 before October 16th. To apply bring Social Security Card for the Parent and child; child's birth certificate; child's shot record; physical for the child less than one year- old (can be gotten at the Health Department); proof of income (w2 form, check stub, written statement from employer or assistance source). The preference is previous 1040 income tax form. Bring Medicaid card if they have Medicaid. The Head Start Program has 4 major components - education, comprehensive health care programming, parent education involvement, social services designed to help the entire unit. This also includes programming for handicapped children.

Emergency and Crisis Assistance Service Providers cont.

Johnston-Lee-Harnett Johnston Community Action, Inc. continued

Welfare to Work Counseling: accepts referrals from Department of Social Services to work with TANF recipients having a hard time getting jobs and off.

FEMA: assist with utility bills to prevent cutoff and rental assistance to prevent eviction.

United Way and Local churches and local area ministries: assist the counselors to meet crisis, needs so that long range case management plans can be made.

Salvation Army PENDING ADDITIONAL INFORMATION

507 N. Suite 203 Steele Street Administrative & Social Service Office

305 S. Steele Street Thrift Store

Sanford, NC

(919) 718-1717 Administrative & Social Service Office

(919) 776-2769 Thrift Store

Web: www.leearmy.org

Type of Service: Emergency Assistance

Service Description: The local unit of the Salvation Army operates a thrift shop that sells affordable, reusable items to the public. They also will provide emergency assistance after determining if an individual is eligible for assistance. He/she must go through an application process.

Miscellaneous Information: Donations and volunteers are always welcomed.

Sanford Lions Club

(919) 935-4077

For more information see Disability Resources and Service Providers. Page 44.

Substance Abuse Support Groups

See Abuse Recovery Service Providers. Page 14.

The Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Veterans Administration

(800) 827-1000 VA questions

For more information see Government Agencies and Programs. Page 84.

Emergency and Homeless Shelters

Beacon Rescue Mission

Harnett County

(910)892-5772

Serves men, women, and children

Bethany House

Southern Pines

(910) 692-0779

Halfway house for women

Bethesda, Inc.

Substance Abuse Disorder Rehabilitation/ Halfway House Facility for Men (must have completed inpatient treatment)

204 North Pine Street

Aberdeen, NC – 28315

(910) 944-7700

Bread of Life Ministry Extreme Weather Shelter

219 Maple Ave.

Sanford, NC 27330

(919) 427-8889

Type of Service: Food/ Nutrition

Service Description: Offers Christian Counseling, Food Pantry, Clothing, Drug/Alcohol Abuse Referrals, Saturday hot meals 11 to 1 pm. Extreme weather shelter.

Brick Capitol Community Development Corporation

403 West Makepeace Street

Sanford, NC 27330

Phone: (919) 775-2300

Fax: (919) 774-6808

Email: bccdc@bc-cdc.org

Website: www.be-cdc.org

Services: The Brick Capital Community Development Corporation homeownership program guides qualified applicants through the steps to purchasing a home. One-on-one counseling is offered to both English and Spanish speaking clients. An eight-hour homeownership course taught by local attorneys, bankers, realtors, USDA and the Brick Capital CDC staff is mandatory.

Emergency and Homeless Shelters continued

Brick Capital Community Development Corporation continued

Through Brick Capital CDC and the NC Housing Finance Agency, families can receive support for down payments; Brick Capital CDC also assists with expenses at closing.

Supportive Housing: Brick Capital CDC has 12 units of supportive housing for persons with disabilities and victims of domestic violence. Must be disabled or victims of domestic violence referred by HAVEN of Lee County, Inc. May also be referred by Mental Health Services or Sanford Housing Authority.

Intake: Call Brick Capital CDC and receive a voucher issued through Sanford Housing Authority.

Fees: Based on income.

Family Promise of Lee County

2302 Woodland Ave

Sanford, NC 27331

(919) 718-1540

E-mail: familypromiseleeco@gmail.com

Web: www.familypromiseofleecounty.wordpress.com/

Service Description: Family Promise of Lee County is a program based on the model and principles established by the Interfaith Hospitality Network. Family Promise is a non-profit organization that assists homeless families in Lee County. Family Promise is successful due to the fact that local congregations work as partners and provide an outreach ministry focusing on the needs of the homeless families in the community. Family Promise is a 90-day program where they are working towards independence in securing a job and establishing an affordable place to live.

Family Promise of Moore County

P.O. Box 1173

Aberdeen, NC 28315

(910) 944- 7179

Web: www.fpofmc.org/

General Info: The Overnight Shelter program provides shelter for homeless families through local congregations rotating in their responsibilities on a weekly basis. Breakfast, lunch, dinner and transportation between the host congregation and the Day Center is provided.

Emergency and Homeless Shelters continue

Fayetteville VA Medical Center Homeless Program

Community Outreach Program

Department of Veteran's Affairs

2300 Ramsey Street

Fayetteville, NC 28301

(910) 488-2120 (health care system general number)

(800) 771-6106

Web: www.va.gov/healtheligibility/

Type of Service: Healthcare/ Housing/ Substance Abuse Treatment for Homeless Veterans

Service Description:

HCHV Outreach Programs: The National Call Center for Homeless Veteran's (NCCHV) provides free, 24/7 access to trained counselors to assist homeless Veterans and their families. The Phone number is 1-877-424-3838.

Healthcare for Homeless Veterans (HCHV) Outreach Program: Our goal is to conduct community outreach to those Veterans most vulnerable and that are not currently receiving services by engaging them in treatment and rehabilitative services. For more information, call (910) 488-2120, ext. 7225.

Veterans Justice Outreach Program (VJO): The role of VJO is to provide information and assessment services to eligible Veterans involved in the criminal justice system, to refer and link these Veterans to appropriate VA and community services that will support community readjustment, encourage adherence to treatment, and prevent incarceration if alternative treatment options are available. For more information, call (910) 488-2120, ext. 7225

Department of Housing & Urban Development/ VA Supportive Housing

(HUD/VASH): The HUD-VASH Program provides homeless Veterans with the opportunity to reintegrate into the community through housing assistance and case management. Case management services are designed to improve participant's health and mental health and enhance their ability to remain stable, housed, and community-integrated. Veterans admitted to the program are provided with a housing voucher through collaboration between the Department of Veteran's Affairs and Housing and Urban Development. Veterans are also provided long term case management services through the VA including individualized service plans created with each Veteran for themselves and their family's health and mental health. For more information, call (910) 488-2120, ext. 5655

Emergency and Homeless Shelters continued

Fayetteville VA Medical Center Homeless Program continued

Substance Abuse Treatment Program: Substance abuse can be a contributing factor to homelessness, so providing substance abuse treatment and early intervention can promote recovery, improved quality of life, and successful permanent housing. For more information, call (910) 488-2120, ext. 7552

Haven of Lee County

215 Bracken St.

Sanford, NC 27330

(919) 774-8923

Web: www.havenlee.org

Johnston – Lee – Harnett Community Action

(919) 776-0746

For more information see Emergency and Crisis Assistance Service Providers.

Page 51.

Outreach Mission, Inc. - Shelters in Sanford

P.O. Box 476

Sanford, NC 27331

(919) 774-7112 Women's Shelter, 507 S. Third St

(919) 776-8474 Men's Shelter, 705 Chatham St

Service Description: Offers 24 hour, low barrier shelter for people in need.

Employment Resources and Service Providers

There is no dedicated job-placement program for older adults in Lee County but the following resources for people of all ages should be explored. Some may offer additional supportive services or training for older workers. Those looking for part-time work should also contact temp agencies, which may have positions available for older adults.

Express Employment Professional

307 North Horner Blvd.

Sanford, NC 27330

(919) 775-1292

Hours: Monday through Friday, 8am to 5pm

Employment placement offered for youth, disabled, veterans and adults.

Jobs for Life

First Baptist and Salvation Army

Contact: 919-774-4220

Job Seekers

Wednesday 8:30 – 10

First Baptist Sanford

Lee County Industries LCI, Inc.

2711 Tramway Rd.

Sanford, NC 27332

(919) 775-3439 Office

Web: www.lciinc.org

Type of Service: Employment, Job training and individual rehabilitation services for individuals with disabilities and other barriers to employment.

Service Description: LCI, Inc. is a community rehabilitation program servicing Lee, Chatham, Moore and Harnett Counties by providing evaluation and training to individuals with barriers to employment and independence. LCI provides individuals rehabilitation to persons with developmental disabilities, to include Medicaid funded CAP/Innovations, Respite, Personal Assistance and Developmental Therapies. LCI provides job training and placement to individuals with any disability, to include developmental and physical disabilities, mental health disabilities and or substance abuse.

Employment Resources and Service Provider continued

North Carolina Department of Commerce - Division of Workforce Solutions

(Formerly Employment Security Commission)

Lee Co. Job Link Center

1909 Lee Ave.

Sanford, NC 27330

(919) 775-2241 Information

E-mail: esc.jobs.sanford@nccommerce.com

Web: www.des.nc.gov

Type of Service: Employment Assistance

Cost: Free

Service Description: Provides job assessment, labor market information, employment counseling, job placement, etc. Makes referrals to jobs or supportive services, offers clerical testing and offers training under WIA (Workforce Investment Act).

Pilgrims

484 Zimmerman Road, Sanford, NC 27330

(919) 774-7333

www.pilgrims.com

Hours: applications 9am to 3pm on site, but prefer online

Service: employment. Applicants visit www.pilgrims.com, select career opportunities, hourly positions, and search by Sanford, NC.

Eligibility: any applicant aged 18 or older including disabled and veterans.

Triangle South Workforce Development Board

5910 Enterprise Park Drive, Sanford, NC 27330

(919) 777-7795

www.Trianglesouthworkforce.com

Hours: 8am to 5pm

Services: Employment training

Clients served: Youth, disabled, veterans, adults and targeted populations.

Services: Career and training services; support services, tuition assistance, books, supplies, emergency assistance (work related) uniforms, tools, transportation assistance, childcare, emergency shelter, rental and utility assistance.

Eligibility: 18 years or older with barriers to employment, US citizens, residents of Lee, Sampson, Chatham and Harnett counties. Apply at your local NC Works Career Center or one stop center for Workforce. Targeted population – low income, ex-offenders, JDD, single parent, dislocated workers, veterans, homeless, underemployed and unemployed.

Employment Resources and Service Provider continued

Vocational Rehabilitation

(919) 775-2247

For more information sSee Disability Resources and Service Providers. Page 46.

Vocational Rehabilitation of the Visually Impaired

(910) 486-1582

(800) 422-1897

For more information see Disability Resources and Service Providers. Page 46.

Volunteer Corps

The Enrichment Center

1615 S. Third St.

Sanford, NC 27330

(919) 776-0501

Email: jholmes@leecountync.gov

Type of Service: Volunteer Opportunities

Service Description: The Enrichment Center Volunteer Corps is designed to serve as a clearinghouse for volunteer opportunities throughout Lee County and to support and promote existing volunteer programs. The Volunteer corps serves individuals seeking volunteer opportunities and organizations in need of volunteers.

For more volunteer opportunities, visit: www.volunteerlee.com

Equipment Providers

Advanced Home Care

1806 N Sandhill Blvd

Aberdeen, NC 28374

(910) 295-4119

6003 Chapel Hill RD. Suite 105

Raleigh, NC 27607

(919) 852-0052

Web: www.advhomework.org

Type of Services: Respiratory, DME, Enteral Nutrition

Service Description: We are a Non-Profit Healthcare Company that supplies medical equipment involving respiratory, durable medical equipment and home enteral nutrition/tube feeding. Equipment delivered to patient's home, hospital or current residence.

Auditory Learning Center

(919) 855-3400

For more information see Disability Resources and Service Providers. Page 38.

Bright Audiology

(919) 774-3277

For more information see Disability Resources and Service Providers. Page 39.

Christian United Outreach Center

(919) 774-8485

For more information see Food and Nutrition. Page 69.

Division of Services for the Blind

(919) 718-4690 ext. 5248

For more information see Disability Resources and Service Providers. Page 39.

Emergency Response Systems

(919) 775-2001

For more information see Emergency and Crisis Assistance Service Providers. Page 50.

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Equipment Providers continued

Glaucoma Eye Care Program

(877) 887-6327 Administration

For more information see Disability Resources and Service Providers. Page 40.

Lee County Senior Services

(919) 776-0501

See Government Agencies and Programs. Page 79.

Quality Home HealthCare, Inc.

106 Park Ave.

Sanford, NC 27330-4027

(919) 775-2001

(919) 776-8122 Fax

Web: www.qltyhms.com

Type of Service: Home Medical Equipment

Service Description: One stop shop for all your medical needs: Home Medical Equipment, home oxygen, Mastectomy fitting, diabetic and orthopedic Foot Clinic, prescriptions with friendly home town staff to serve you.

Telecommunications Access of North Carolina (TANC)

(919) 733-2974

For more information see Disability Resources and Service Providers. Page 45.

The Exchange Club of Sanford

P.O. Box 783

Golf Course Lane

Sanford, NC 27330

(919) 776-0501 – The Enrichment Center, contact for referrals

Type of Service: Service to Youth and Senior Citizens

Service Description: The Exchange Club of Sanford maintains a fleet of wheel-chairs which are supplied, upon request, for short-term and moderate term needs. The Club supports child abuse prevention programs and further provides services to youth through its scholarship and academic awards grants.

Many other area public service organizations have received support from the Exchange Club over the years.

Veterans Administration

(800) 827-1000 VA questions

For more information see Government Agencies and Programs. Page?????

Equipment Providers continued

Vocational Rehabilitation

(919) 775-2247

For more information see Disability Resources and Service Providers. Page 46.

Vocational Rehabilitation for the Visually Impaired

(910) 486-1582

(800) 422-1897 Toll Free

For more information see Disability Resources and Service Providers. Page 46.

Financial Assistance and Service Providers

American Red Cross

(919) 774-6857

For more information see Emergency and Crisis Assistance Service Providers. Page 49.

Brick Capitol Community Development Corporation

(919) 775-2300

For more information see Emergency and Homeless Shelters. Page 54.

Christian United Outreach Center

(919) 774-8485

For more information see Food and Nutrition Service Providers. Page 69.

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Johnston – Lee – Harnett Community Action

(919) 776-0746

For more information see Emergency and Crisis Assistance Service Programs . Page 51.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Salvation Army

(919) 718-1717

For more information see Emergency and Crisis Assistance Service Programs . Page 53.

Social Security Administration

(877) 319-5774 Toll Free – Sanford office

For more information see Government Agencies and Programs. Page 83.

Fitness, Recreation and Leisure Service Providers

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Lee County Arts Council

PO Box 2615

144 S. Moore St.

Sanford, NC 27330

(919) 774-6139

E-mail: director@leecountyarts.org

Web: www.leecountyarts.org

Type of Service: The promotion and facilitations of the Fine Arts in Lee County.

Cost: Varies with the membership, program or class.

Service Description: The Lee County Arts Council brings the arts to the community and the community to the arts through in school programs and artist residencies; a quarterly newsletter; multicultural arts programs' arts classes; and art shows at the Carolina Artists' Colony and the Artists' Loft. The Lee County Arts Council is a designated county partner of the North Carolina Arts Council. Through the partnership, the Arts Council provides funding of local arts organizations and events for organizations such as the Lee County Orchestra, Sanford Brush and Palette Club, High Hopes (seniors), Heart of Carolina Orchestra, and LCI, Inc.

Miscellaneous Information: The council is made up of an Executive Director and 10-16 volunteer board members, who meet the first Tuesday of each month in the council's office located in the North Carolina Artists' Colony. The Lee County Arts Council receives a seed grant from the state of North Carolina that must be matched from local sources, including individuals and corporate donations.

Lee County Library

Main Library

107 Hawkins Ave, Sanford, NC 27330

(919) 718-4665

Web: www.library.leecountync.gov

Main Library Hours:

9am –8 pm Monday - Thursday

9am–5pm Friday and Saturday

Closed Sunday

Fitness, Recreation and Leisure Service Providers continued

Lee County Library continued

Broadway Branch

206 S. Main St.

Broadway, NC 27505

(919) 258-6513

Hours:

3pm–7pm Tuesday and Thursday

10am – 2pm Friday and Saturday

Closed Sunday and Monday

Type of Service: Education/Information/Referral/Leisure

Service Description: A registered patron in good standing with a library card can borrow books, magazines, DVDs, as well as use Internet and computer resources. Group cards are available. Free library cards may be obtained with appropriate identification.

Other services include: Reader's advisory, public -access Wi-Fi, interlibrary loans, test proctoring, audio books, local history and genealogy materials, newspapers and census data on microfilm, public meeting room by reservation, and children's story times and summer reading programs, outreach to rest homes, etc.

Lee County Parks and Recreation

2303 Tramway Road

PO Box 1968

Sanford, NC 27331

(919) 775-2107

Web: www.leecountync.gov

Type of Service: Recreation and Leisure programs

Cost: Fees vary with activities, call for more information

Service Description:

Athletics: Youth and adult programs. Baseball, basketball, football, gymnastics, softball, volleyball, wrestling, and T-ball

Aquatics: Learn to swim lessons, public swim, pool parties, and special programs.

Recreation Programs: Children's dance, Tiny Tots, and Happy Day Camp

Outdoor education: wildlife displays, camps, lectures, hikes, and public programs

Special events: various camps, clinics, demonstrations, and performances Rentals: shelter, building and equipment rentals for parties, reunions, weddings, etc.

Facilities:

Main office: 203 Tramway Rd. PO Box 1968, Sanford, NC 27331; (919) 775-2107; recreation and leisure programs information.

Fitness, Recreation and Leisure Service Providers continued

Lee County Parks and Recreation continued

San-Lee Park: 572 Pumping Station Rd., (919) 776-6221, nature programs, nature trails, fishing, canoes, paddle boats, shelter, multi-purpose room, picnic sites, camping, playground, wildlife rescue, and 12 miles of mountain bike trails. Open year round.

Armory: 147 McIver St., basketball, volleyball, shuffleboard, and indoor walking.

OT Sloan Park: 1420 Bragg St., Olympic sized pool, dive tank, lessons and various programs available. Open Memorial Day Weekend to Labor Day Weekend. Rotary club tennis courts, 6 lighted, 1 rebound wall, restrooms, also 2 lighted athletic fields, playground equipment, picnic areas, shelter, disc golf course, beach volleyball court, restrooms.

Horton Park: 1515 Washington Ave. Two shelters, playground equipment, a hard surfaced basketball court, lighted athletic field, restrooms.

Kiwanis Children's Park Place: 101 Park Ave. Neil A. Cole Tennis courts, 4 lighted; also shelter, playground equipment, and restrooms.

Kiwanis Family Park: 1800 Wicker St. Fitness trail, greenway, strolling garden, shelter, gazebo, picnic tables, playground equipment, volleyball courts, open space, and restrooms.

Buchanan Park: 3100 Cameron Dr.; shelter, picnic tables, playground equipment, lighted athletic field, and restrooms.

Dalrymple Park: 300 Globe St. Ingram building, multipurpose use for dance classes, meetings, parties. Also 2 lighted athletic fields, two hard surface basketball courts, batting cage, playground equipment, and restrooms.

Optimist Park: 301 Legion Dr.; lighted athletic field batting cage, and restrooms.

Temple Park: 203 S. 7th St., 2 lighted athletic fields, and restrooms.

WB Wicker Gym: 806 S. Vance St.; basketball, volleyball

Tramway Road Park: 2301 Tramway Rd; 4 lighted athletic fields, soccer field, pond, playground, walking trail, and shelter.

Lee County Senior Services

(919) 776-0501

See Government Agencies and Programs. Page 79.

North Carolina Cooperative Extension Service

(919) 775-5624

For more information see Government Agencies and Programs. Page 81.

Fitness, Recreation and Leisure Service Providers continued

North Carolina Library for the Blind & Physically Handicapped

(919) 733-4376

For more information see Disability Resources and Service Providers. Page 42.

Senior Games and Silver Arts of Lee County

The Enrichment Center of Lee County 1615 S. Third St.

Sanford, NC 27330

(919) 776-0501 contact: Jimmy Solomon

Type of Service: Olympic-style Athletic events, as well as, Artistic events Cost: \$10.00 Early Bird/ \$15.00 Late Registration

Service Description: Open to Lee County residents 50 years of age and better.

Senior Games and Silver Arts of Lee County is part of a network of local games across the state; sanctioned by NC Senior Games, Inc.

Participants in Senior Games and Silver Arts of Lee County compete to qualify for NC Senior Games State Finals held each fall in Raleigh.

Temple Theatre

120 Carthage St. P.O. Box 1391

Sanford, NC 27331

(919) 774-4512 Ext. 221 (Office)

E-mail: templetheater@windstream.net

Web: www.templeshows.com

Type of Service: A live professional theatre with diverse cultural programming for all ages.

Cost: \$27 Adults, \$15 Students, \$19 Groups

Service Description: Historic Vaudeville Theatre now serving as a professional vibrant performing arts center.

Volunteer Corp

(919) 766-0501

For more information see Employment Resources and Service Providers. Page 60.

Food and Nutrition

The Bread Basket

140 E. Chisolm Street

Sanford, NC 27330

Phone: (919) 774-3118

Services: Prepared hot lunch.

Serving hours: Monday – Friday 11AM to 12:30PM

Intake: come during serving hours

Office hours: 7AM to 1:30PM

Bread of Life Ministries of Sanford

219 Maple Ave.

Sanford, NC 27330

(919) 427-8889

Type of Service: Food/ Nutrition

Service Description: Offers Christian Counseling, Food Pantry, Clothing,

Drug/Alcohol Abuse Referrals, Saturday hot meals 11 to 1 pm. Extreme weather shelter.

Christian United Outreach Center of Lee County

2885 Lee Avenue

P.O. Box 2217

Sanford, NC 27331

(919) 774-8485

Web: <http://www.cuoclc.org/>

Food & Financial: Mon 4 – 6:00 pm; Wed; Fri 12 – 2:00pm and Sat 9am to 1pm

Thrift Shop Hours: Mon 2 – 6pm; Tue through Sat 9am – 1:00pm

Services Description: The CUOC of Lee County offers several areas of ministry to meet the needs of the citizens of Lee County.

- Food Pantry – Distribution of perishable and non-perishable items to supplement the nutritional needs of families in crisis, but not act as their only source of food.
- Thrift Shop – Designed to help finance the other services offered by CUOC, the Thrift Shop also serves as a location where people with emergencies can receive free clothing and other household items.
- Financial Assistance – Providing short term assistance in such areas as mortgage or rent, water and/or electric bills, heating costs, car repairs, etc.
- Medical Equipment – Loan of available equipment (walkers, wheelchairs, canes, etc.) to individuals free of charge for as long as the need exists.

Food and Nutrition continued

Enrichment Center of Lee County

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Hillview Christian Assembly

3217 Lemon Springs Rd.

PO Box 2488

Sanford, NC 27331

(919) 776-8011

Type of Service: Food

Cost: Free

Service Description: We are an emergency food distribution center. Bring picture ID, preferably a driver's license.

Home Delivered Meals (Referral for Meals on Wheels)

Lee County Senior Services (Enrichment Center)

(919) 776-0501 Ext. 2213 - Lee County Senior Services

Type of Service: Home Delivered Meal

Cost: Varies

Service Description: Hot meals delivered into homes to help maintain and improve the health of impaired homebound older persons by providing nutritionally balanced meals. This assists older adults to remain independent and in their own homes for as long as possible.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 79.

Lee County Health Department

(919) 718-4640

For more information see Government Agencies and Programs. Page 76.

Meals on Wheels of Sanford

1006 Carthage Street, Sanford, NC 27330

(919) 708-4181

Services: Delivers one meal per day, Monday through Friday, to homebound persons unable to cook or shop for themselves. Must live in Sanford city limits.

Food and Nutrition continued

Outreach Mission, Inc. (For those staying at the shelter)

(919) 775-1311

For more information see Emergency and Homeless Shelters. Page 57.

Salvation Army

(919) 718-1717

For more information see Emergency and Crisis Assistance Providers. Page 53.

Funeral Homes and Planning Service Providers

Bridges-Cameron Funeral Home, Inc.

600 W. Main St.

Sanford, NC 27330

(919) 774-1111

Web: www.bridgescameronfuneralhome.com

CE Willie Funeral & Cremation Services

200 Hawkins Ave.

Sanford, NC 27330

(919) 777-0898

Knotts Funeral Home

719 Wall St.

Sanford, NC 27330

(919) 776-4345

E-mail: Knottsfuneralhome@gmail.com

Miller-Boles Funeral Home

1150 Fire Tower Rd.

Sanford, NC 27330

(919) 775-3434

E-mail: millerboles@bolesfuneralhome.com

Web: www.bolesfuneralhome.com

Rogers-Pickard Funeral Home, Inc.

509 Carthage St.

Sanford, NC 27330

(919) 775-3535

E-mail: rpfh@rogerspickard.net

Smith Funeral Home Broadway

201 First St.

Broadway, NC 27505

(919) 258-6711

E-mail: smithfuneralhomebroadway@windstream.net

Web: www.smithfuneralhomebroadway.com

Government Agencies and Programs

Central Carolina Community College

1105 Kelly Drive
Sanford, NC 27330
(919) 775-5401

Web: www.cccc.edu

Hours: 8am to 9pm

Clients: Youth, disabled, veterans and adults.

Type of Service: Education/Training, Adult High School diploma, GED, English as a second language, continuing education, Associates Degree.

Cost: Varies with program. Financial assistance is available. If assistance is needed, call or visit the financial aid department. There are a number of special assistance programs, (i.e. single parents, women in non-traditional vocations, men in non-traditional vocations, college work study, and scholarships).

Service Description: Curriculum programs include: vocational, technical and transfer education. Literacy programs include: Adult Basic Education, Compensatory Education, General Education Development, English as a Second Language and Adult High School Diploma. Continuing education courses vary but include: art, sewing, crafts, health, computer literacy, electronics, and others.

Lee County Department of Social Services

530 Carthage St
P.O. Box 1066
Sanford, NC 27331
(919) 718-4690
(919) 718-4634 Fax

Hours: Monday-Friday, 8am-5pm

Web: www.leecountync.gov

Type of Service: Financial Assistance and Social Services

Cost: Free (unless a fee set by Social Service Board or County Commissioners)

Hours: 8 am to 5pm

Clients served: Children, youth, disabled, veterans, adults provided they meet the numerous eligibility requirements.

Government Agencies and Programs continued

Lee County Department of Social Services

Financial Assistance Programs:

Work First Family Assistance: Temporary assistance for needy families (WFFA). Eligible families get a monthly check or a one-time payment when the family has children (under 18 or expected to graduate prior to turning 19) that meet a certain degree of relationship to the adults applying. A one-time payment can also be offered when a family needs to move to another county or state in order to get out of a crisis situation. Consideration given to countable income, that must be at or less than a certain percent of the poverty level and resources/liquid assets must be below certain levels. This program also provides Medicaid that assist with medical care to those family members. The Daycare Subsidy Program assists with childcare costs on needs such as employment, education, special needs and homeless.

Medical Assistance (Medicaid): This program helps families or individuals that are (aged/disabled) with medical bills (doctor fees, prescriptions drugs, hospital charges, nursing home care, etc.). All of them have income limits and some coverage programs have resource limits. If eligible, Medicaid can also cover unpaid medical bills for the three months prior to your month of application.

Food and Nutrition Services: Supplements low income families/individuals to buy adequate food for proper diets. Households must pass an income and resource test. Allotments are computed based on income, certain household expenses, living arrangements and household size. Eligible household receive an EBT card (electronic debit card) that they use to purchase food. The EBT card can be swiped at grocery merchants similar to a credit card.

Crisis Intervention Program: This program is for low-income households in a heating or cooling-related life threatening emergency. This program has limited funding and normally runs during the fall and winter unless there is a presidential declaration due to heat related deaths during the summer.

Low-Income Energy Assistance Program: This program provides a once a year assistance payment to low-income households to help with the cost of heating. Applications are usually taken in late October or early November. Checks are issued in February based on the type of heating source, the household's income and the area of the state the applicant resides.

Child Support Enforcement: This program seeks to establish paternity, establish child support orders, enforce orders, collect payments and obtain medical insurance from absent parents.

Government Agencies and Programs continued

Lee County Department of Social Services continued

Financial Assistance Programs: continued

North Carolina Health Choice: Health Insurance coverage for the children who do not qualify for Medicaid and whose family income is under 200% of poverty. This program requires a yearly \$50 enrollment fee for a family with 1 child or \$100 for 2 or more when the family income is over 150% of the poverty. There is a small copayment for some of the services provided by N.C. Health Choice.

State-County Special Assistance for Adults: A cash supplement to help low-income individuals residing in adult care homes such as (rest homes) pay for their care. Adult Care Homes are unlike nursing homes in that medical care is not provided by home staff. Designated staff may administer medications and provide personal care services such as assistance with bathing, eating and dressing.

Energy Neighbor Energy and CEMC Project Share: This program is for households in a heating or cooling related emergency when service is provided by Energy Neighbor and Central Electric Membership Corporation. These programs have income limits and authorization is based on funding availability.

Jim Garner Fuel Fund for the Elderly: Program runs strictly on contributions from the community. These funds are used to provide heating or cooling for the elderly that are living on fixed incomes. The program is expanded when contributions allow, assisting this same elderly group with prescriptions.

Child Day Care: This program provides authorization for child day care expenses for low-income families that are employed, attending school, protective service's cases, developmentally delayed, and Work First Families. There are different eligibility requirements based on the reason for need for child care. Parents can expect to have a parent fee each month for their portion of the child care expense.

Social Services:

Work First Employment Service: Purpose of this program is to assist Work First recipients in becoming self-sufficient through job training and education, with emphasis on job placement.

Adult Services Include: In-Home Aide Services, Home Management Services, long term care, Adult Day Care (day care for adults), Nursing and Adult Care, Home placement, respite services, case management for adults at risk for abuse, neglect or exploitation, and adult protective services. Also Adult Care Home case management for those individuals in area facilities requiring enhanced care and supervising/monitoring adult care homes/family care home under licensure rules and regulations of the Division of Facility Services, and provide guardianship services for individuals found incompetent and there is no family or individual capable, suitable, or willing to serve.

Government Agencies and Programs continued

Lee County Department of Social Services continued

Social Services: continued

Aid to the Blind: Aid for people who are not eligible for Medicaid, but need aid in getting eye exams and eye glasses; social services for the blind. Aid to the blind and appointment necessary.

Child Services: Recruitment, training and licensing for foster/adoptive parents, conduct independent adoptions, supervision of adoptive placement, home studies for relative adoptions. We offer supervision of dependent children in foster care with the focus on return to family or other permanent situations: i.e. adoption, guardian, custody and investigations or assessment of families where abuse/neglect/dependency has been alleged and treatment (case management) for families where abuse/neglect/dependency has been established.

Youth Work Permit: Issue employment certificates to children under the regulations of the State Department of Labor. Forms can be picked up at the Social Services or printed from the internet. After the employer completes the forms, it must be brought to Social Services. The permit must be signed by the minor in front of the social service's staff issuing permits. The minor must bring with them their birth certificate or legal picture identification.

Community Alternative Program (CAP): A Medicaid waiver program, which provides an alternative to nursing home placement for those eligible persons.

Disaster Assistance: Assisting the American Red Cross and Emergency Management in event of a disaster. Functions would include registration of residents of shelters, management of the shelters and providing services to shelter residents.

Disposition of Unclaimed Bodies: When Lee County residents expire and the bodies are not claimed for burial by friends or family, Social Services must dispose of the bodies. This disposition does not include a funeral or burial.

Voter Registration: Register to vote all individual applying for benefits, recertifying their benefits, or updating an address at the public assistance agency.

Fishing License Waiver: We issue Residential Subsistence Inland/Costal Recreational Fishing License Waivers for recipients of Medicaid, Food Stamps and Work First Family Assistance.

Lee County Health Department & Programs

PO Box 1528 106 Hillcrest Drive

Sanford, NC 27331-1528

(919) 718-4640 General Information

(919) 718-4632 Fax

Government Agencies and Programs continued

Lee County Health Department & Programs continued

(919) 776-7446 Animal Services-shelter fax: (919) 718-1426

(919) 718-4641 Environmental Health fax: (919) 718-4636

(919) 718-4642 WIC Program fax: (919) 718-4632

(919) 718-4640 Health Education fax: (919) 718-4632

Web: www.leecountync.gov

Type of Service: Health Care

Cost: According to income and service

Animal Services- Animal Shelter: The Lee County Animal Shelter is open door, county facility committed to protecting the health, safety and welfare of people and pets throughout the county by enforcing the North Carolina Rabies laws. The Sheriff's Dept. now handles complaints for stray's/pet surrenders in the field. Stray and unwanted animals are housed at the shelter for up to 72 hours during which time all efforts are made to adopt out these animals to new homes. Shelter hours: Monday-Friday 8:00am --5:00pm On-call if an emergency arises after 5:00pm

Breast and Cervical Cancer Screening: Breast and Cervical screening for Lee County residents (primarily for women over 50 years of age) Services include clinical breast examinations and screening mammograms-instructions in breast self-examination-pelvic examination and a Pap test, if necessary, by appointment only; must meet eligibility requirements. The Power of the Pink objective is to educate and provide screening mammograms to 100 uninsured or underinsured clients age forty and older. Referral will be made to us from Lee Primary Care Family Planning Clinic and Helping Hands Clinic. Our project will address breast health needs through education, screening, diagnosis, treatment and follow-up. Power of the Pink Partnership is committed to work cooperatively with the health department, the local free clinic, the local hospital, physicians, local transportation services, schools, churches and other community health oriented organizations in an effort to promote breast cancer awareness and early detection screenings. New for 2012: "Amando la Vida" (Love of Life) a partnership with Moore County to develop similar services as Power of the Pink, but focusing on the Hispanic/Latino population in Lee County.

Child Health Clinic: Promotes wellness in infants and children through prevention of illness, early detection and referral. Well child clinic/nurse screen clinic—Tuesday and Thursday by appointment. Provides well child examinations and screening for early detection for various disabilities.

Government Agencies and Programs continued

Lee County Health Department & Programs continued

Care Coordination for Children (CC4C): The CC4C program focuses on the organization of services and resources that respond to the needs of children and their family. Visits to discuss the needs of your child's development and special needs, identification of the community services and programs to meet your child's and family's needs, help in getting the services you have chosen, help in programs and services as your child's and family's needs change, help in coordinating the services you receive; Monday-Friday by appointment.

Communicable Disease Service: Prevention and treatment of transmittable diseases. Tuberculosis skin testing related to active cases of TB or Chest X-ray as indicated, TB skin testing for school employment (\$20 fee), Sexually transmitted infections exam, testing and treatment, HIV testing and counseling (confidential and anonymous).

Community Health Education and Promotion: Promotes and protects the health of all Lee County residents through education, outreach and collaborative efforts with agencies and the community.

Services offered: Community health assessments and evaluations, grant writing, community health fairs, education resources, education and training/programs, adolescent and sexual health issues training, educational classes on topics like family planning, community outreach, healthy eating and active living programs, stress reduction/management, and tobacco prevention. Policy and environmental changes are facilitated in collaboration with programs such as the Community Transformation Program and Lee Community Action Network (LeeCAN) "A Health Carolinians Partnership". Services are offered free of charge. Monday-Friday 7:30am -5:00pm with some services provided after hours.

Health Care Clinic: Lee Primary Care Clinic available to Lee County residents with no medical insurance, Medicaid or Medicare coverage. (\$45 fee plus lab work cost) by appointment Monday-Friday.

Environmental Health Services: Protects vital nature resources and assures public health by providing inspections and education to prevent the contamination of food, water, air and land; Monday-Friday 8:00am – 5:00pm.

Immunization Services: Provides information and vaccines for the prevention communicable diseases, Immunization available by appointment. Immunization Clinic offers provision of information and vaccines for the prevention of communicable diseases. Childhood and some adult immunizations are provided. Influenza Clinic provision of information and vaccines for influenza/flu by appointment only (seasonal). We provide pneumonia vaccines to eligible persons when available.

Government Agencies and Programs continued

Lee County Health Department & Programs continued

Maternity Health Clinic: The Maternity Health Clinic offers care to pregnant females and focuses on education and supervision of prenatal and postpartum aspects of pregnancy. Patients deliver at CCH by certified nurse midwives. Postpartum Home visits and newborn visits are done by a RN for select clients. Pregnancy Care Management (OBCM) is available for eligible maternity clients. A pregnancy care manager is a health professional, registered nurse or social worker who provides support to pregnant women. PCM's respond to the patient's psychological, education, financial and resource needs by providing face to face counseling, telephone contact or home visit is needed.

Maternity Clinic: Monday and Wednesday by appointment; MCC Monday-Friday by appointment.

Pregnancy Testing: Pregnancy testing by appointment, cost \$20

Specialty Services: Programs such as Sickle Cell Syndrome, call for more information.

Vital Statistics: Birth and Death Certificates registration; Monday-Friday 8:00am-5:00pm.

Women Infant and Children (WIC) Program: Provides nutrition education and supplemental foods to promote healthy development during pregnancy and in early childhood, Promotes breast feeding. Monday-Friday (by appointment only)

Women's Preventative Health Services: Provides comprehensive family planning (birth control) and clinical services that include a total physical exam to teens and women up to 50 yrs. old. Offers reproductive education, counseling and referrals as needed.

Lee County Senior Services

The Enrichment Center

1615 South Third Street,

Sanford, NC 27330

(919) 776-0501

Web: www.leecountync.gov

Type of Service: Services to Maintain Independence/Activities/Information & Referral

Cost: Fees vary depending on activity. Service fees based on NCDAAS Consumer Contribution Policy; call for more information.

Mission Statement: The mission of Lee County Senior Services is to fashion an achievable vision of successful aging in Lee County.

Government Agencies and Programs continued

Lee County Senior Services continued

Service Description:

Information and Referral: The Enrichment Center's knowledgeable staff will assist you in finding the answer to any question related to aging services. Social workers, fitness specialist, notary and activity director are available to assist you.

Options Counseling: A decision-support process that includes: listening, talking, supporting, connecting and follow-up with clientele to aid in life choices.

Community Information Services: Trained volunteers and staff provide assistance with tax preparation; deciphering Medicare and insurance statements.

Advance directives or living wills are available and can be notarized at the center. An appointment is recommended.

Nutrition Services:

Diners' Club - congregate meal served at the Enrichment Center. Monday thru Friday. Social programs, exercises, educational programs, and health screenings are included.

Home Delivered Meals – meals delivered by volunteers to homebound, eligible Lee County Residents. Must meet criteria and live outside the city limits. Meals on Wheels serves eligible residents inside the city limits.

Social and Educational Programs: Lee County Senior Services is housed The Enrichment Center providing activities, trips, seminars, self-help information and a monthly newsletter listing date/time events.

Medication/Fuel Assistance: Persons 60 or older may be eligible for this program based on individual need.

Transportation Services: Services offered by the County of Lee Transportation System (COLTS) based on consumer contributions for transport to and from the Enrichment Center's Meal-site and non-Medicaid medical transport; Other fee-based transportation available.

Caregiver's Time Out: This program provides temporary relief for caregivers, enabling them to meet personal needs and supporting their efforts to provide the majority of care for their family member in the home. For the participant, the program offers socialization, music, crafts, games, art and various other activities. Space is limited. Eligibility requirements include: continence with ability to use restroom facilities independently and ability to feed and ambulate without assistance.

Support Groups: The Enrichment Center plays a vital role in the lives of Lee County's older adults. We wish to empower the older adults and their families by providing the information and a support network to improve coping skills.

Government Agencies and Programs continued

Lee County Senior Services continued

We offer many groups and our list is always evolving based on need. For example:

Alzheimer's Support	-	Cancer Support
Parkinson's Support	-	Gran-care Support
"ANGELS" Support	-	MS Self-Help Group
Living with Vision Loss	-	Grief Support
Diabetes Support	-	Stroke Support

SHIIP: The Seniors' Health Insurance Information Program (SHIIP) answers questions and can counsel older adults about Medicare, Medicare Supplement, Medicare Part D and other health insurance.

Volunteer Corps: The Enrichment Center Volunteer Corps is designed to serve as a clearinghouse for volunteer opportunities throughout Lee County.

Fitness Programs:

Fitness Room: A fully equipped gym and part-time fitness trainer are available. An orientation is required before using the equipment or other programs.

Exercise Classes: Water Aerobics, Exercise with Jourdan, Stretch & Tone, Tai Chi, Yoga & Silver Sneakers. Please call (919) 776-0501 for more information.

Senior Games of Lee County/Silver Arts: Olympic-style athletic events as well as artistic events. Open to Lee County residents 50 years of age and better. Contact: Jimmy Solomon.

Schedule of activities can be obtained at the Information Desk or by calling (919) 776-0501.

North Carolina Cooperative Extension Service in Lee County

2420 Tramway Rd.

Sanford, NC 27332

(919) 775-5624

Web: www.lee.ces.ncsu.edu

Type of Service: Education, Information, Referral

Cost: Most services are free

Service Description: The Agricultural Education Program focuses on helping farmers solve everyday problems of crops, weed control, soils, forestry and business management. Homeowners will find a wealth of information available to them concerning lawn, home gardens, landscaping, and insect and disease control. Family and Consumer Education Programs are designed to strengthen families and the home environment. Areas include food, nutrition and health, environmental awareness, financial resource management and food safety.

Government Agencies and Programs continued

North Carolina Cooperative Extension Service in Lee County continued

4-H Youth Development Programs help children ages 5 to 18 develop life skills through 4-H Clubs, school enrichment and special interest activities.

Services: Resource materials and education programs in a variety of areas, information and referral, soil analysis, insect and plant identification, youth and adult activities.

North Carolina Department of Insurance Hotline

1201 Mail Service Center

Raleigh, NC 27699-1201

(855) 408-1212

(919) 807-6750

Web: www.ncdoi.com

Type of Service: Insurance Hotline

Cost: Free

Service Description: The Department of Insurance performs a variety of functions that affect the lives of North Carolinians in a number of ways:

License and regulate insurance companies, agents, brokers and claims NC adjusters.

Oversee the operation of insurance companies to help assure financial health.

Regulate premium rates insurance companies may charge and the policy forms they may use in providing coverage.

Provide information and assistance to insurance consumers.

Provide unfair and deceptive trade practices in the business of insurances

Train volunteer counselors to assist older adults in the areas of Medicare, Medicare supplement, and long-term insurance.

North Carolina Office of Citizen Services

2012 Mail Service Center

Raleigh, NC 27699-2012

(800) 662-7030 Toll Free (health and human services)

Web: www.dhhs.state.nc.us

Type of Service: Information & Referral Service/Ombudsman Service

Cost: Free

Service Description:

Ombudsman Program – The Ombudsman serves as the liaison between citizens and the Department of Health and Human Resources. The Ombudsman oversees the handling of problems, complaints or inquiries relating to the programs and delivery of services that fall within the jurisdiction of the Department.

Government Agencies and Programs continued

North Carolina Office of Citizen Services continued

Information & Referral – Callers receive information and referral on human service agencies in government, non-profit agencies and support groups through the Information and Referral.

Network on Aging (NOA) (Enrichment Center)

1615 South Third Street

(919) 776-0501

Service Description: The Network on Aging is a collaborative effort among aging providers in Lee County and its surrounding areas to assess and identify the ever growing and changing needs of the aging population. The NOA meets quarterly to address any new issues that may arise.

SHIIP (Seniors' Health Insurance Information Program)

NC Department of Insurance

325 N. Salisbury St.

Raleigh, NC 27603

1-855-408-1212 Toll Free

(919) 776-0501 Local SHIIP Contact – The Enrichment Center

Web: www.ncshiip.com

Type of Service: Insurance Counseling

Service Description: SHIIP answers questions and will counsel older adults about Medicare, Medicare Supplements, Medicare Prescription Drug Plans and other seniors' health insurance benefits and options.

Social Security Administration

401 Tiffany Dr.

Sanford, NC 27330

(800) 772-1213 Toll Free

(877) 319-5774 Toll Free - Sanford Office

Web: www.ssa.gov

Type of Service: Social Security

Service Description: Monthly benefits, Medicare entitlement and SSI assistance (based on age and disability) Applications taken in local office or by mail for Social Security number. Call for more information.

The Social Security Administration's web site provides information about Retirement, Survivors, and Disability Insurance Benefits, and Supplemental Security Income

Government Agencies and Programs continued

Veterans Administration

Federal Building

251 N. Main St.

Winston-Salem, NC 27155-1000

(800) 827-1000 VA Questions

Web: www.vba.va.gov

Web: www.benefits.va.gov

Type of Service: Veterans Benefits Assistance

Service Description: Questions concerning Veterans Affairs can be answered by dialing (800) 827-1000 and selecting the type of benefit you are seeking or press 0 to speak to a VA employee.

Veterans Administration - Fayetteville Health Care Center (FHCC - Hospital)

7300 South Raeford Rd.

Fayetteville, NC 28304

(910)488-2120

(800)771-6106

Type of Service: Veterans Health Care

Web: www.fayettevillenc.va.gov

Veterans Services

The Enrichment Center

1615 S. Third St.

Sanford, NC 27330

(919) 776-0501 ext. 209

Mon – Fri 8:30 am to 12:30pm

Web: www.leecountync.gov

Type of Service: Veterans Assistance

Service Description: Provides free assistance for veterans and their survivors seeking benefits from the Veterans Administration.

Home Improvement & Repair Assistance Service Providers

When hiring a contractor for an accessibility project, be sure to ask about experience with the particular type of job, as well as licensing, liability, and workers compensation insurance. Lee County Senior Services does not track or recommend general contractors. The companies below provide specialized equipment such as ramps and lifts. Please note that some medical equipment suppliers also sell lifts; see the Equipment Providers section of this book.

There are a number of different programs available to assist seniors with home repairs and maintenance. If you are unsure about which program applies best to your situation, please call Lee County Senior Services (919) 776-0501 for help. For help in assessing your home to be sure it is safe, see the Home Safety Checklist in the Vital Information and Checklists section at the back of the book on page 140.

Federal and State Resources that may be available for those that qualify are:

Community Development Block Grant

Community Development Block Grant (CDBG) administered by the NC Department of Commerce Scattered Site Program assist eligible households for critical housing rehabilitation to include certain manufactured homes built after 1978. Approximately \$400,000 is made available every three years to local/county governments intending to assist persons living in small cities. For more info, go to www.dca.commerce.state.nc.us, left side of page, click on CDBG

Local Office

Community Planning & Development
115 Chatham St, Sanford, NC 27330
(919) 718-4657, ext. 5391

Displacement Prevention Partnership (DPP)

The Displacement Prevention Partnership is administered by NC Vocational Rehabilitation-Independent Living Program and NC Housing Finance Agency to assist persons whose needs accessibility modifications so they can continue to live there. Contact information to the local Independent Living office is:

www.dvr.dhhs.state.nc.us/DVR/offices/iloffices.htm

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Home Improvement & Repair Assistance Service Providers cont.

Habitat for Humanity

PO Box 3821

964 N. Horner Blvd.

Sanford, NC 27330

(919) 774-7779

Web: www.sanfordhabitat.org

Type of Service: Housing for low-income families.

Cost: “sweat equity” and monthly house payment without interest

Service Description: Building Houses for families who qualify with volunteers from the community.

Four basic criteria

1. Evidence of stable income
2. Resident of Lee County for at least 1 year
3. Inadequate or Substandard Housing
4. Family able or willing to provide minimum of 400 “sweat equity” hours

Philosophy: “People helping people help themselves”.

Miscellaneous Information: “The ultimate goal of Habitat for Humanity is to eliminate poverty housing and homelessness from the face of the earth by constructing and building adequate and basic housing. Furthermore, all our words and actions are the ultimate purpose of putting shelter on the hearts and minds of people in such a powerful way that poverty housing and homelessness become socially, politically and religiously unacceptable in our nations and world.”

Johnston – Lee – Harnett Community Action

(919) 776-0746

For more information see Emergency and Crisis Assistance Service Providers.

Page 51.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

North Carolina Baptist Aging Ministry (NCBAM)

NCBAM and its partners are working to close the gap between the needs of the aging and the people who can help. Don’t wait! The compassionate voice of an NCBAM team member is only a call away. Our trained staff will work to find existing services

to meet your need or contact a North Carolina Baptist who is ready to help.

Home Improvement & Repair Assistance Service Providers cont.

North Carolina Baptist Aging Ministry (NCBAM)continued

For more information, call:

201 Idol Drive

Thomasville, NC 27360

1-877-NCBAM

1-877-506-2226

www.NC.NCBAM.org

Single Family Rehabilitation Program

The NC Housing Finance Agency Administers the Single Family Rehabilitation Program, an interest free deferred loan, for homes needing major repairs with funds made available through local governments and non-profits agencies.

Community Planning & Development

115 Chatham St

Sanford, NC 27330

(919) 718-4657, ext. 5391

Urgent Repair Program

The NC Housing Finance Agency, the NC Housing Trust Fund and local government and non-profit agencies administer the Urgent Repair program. Emergency housing conditions that threaten life or safety such as failing septic systems, dangerous heating systems, rotten floors as well as accessibility modifications to enable people to continue living at a home are few examples of what this program assists with.

Local office: Community Planning & Development

115 Chatham St, Sanford, NC 27330

(919) 718-4657, ext. 5391

United States Department of Agriculture

The United States Department of Agriculture (USDA) has a Home Repair Loan and Grant Program—Section 504 for rural homeowners needing assistance with repairs and improvements (including ramp construction) or with the removal health and safety hazards. For more information:

Rural Development (Located in the Cooperative Extension Building)

2416 Tramway Road, Sanford, NC 27330

(919) 775-3407

www.RD.USDA.gov

Homeless Services (New Section, Information Pending)

S3 Housing Connect

S3 Housing Connect: Shelter, Service, Stability. S3 Housing Connect seeks to bring together the needed resources to create a coordinated approach to ensure that homelessness is a rare, brief, and non-recurring experience.

H3

Healthcare for the homeless: Health, Hope, Healing. Physician will go to homeless and offer free care. Phone number pending

Hospice and Respite Service Providers

Hospice services provide care for people who have life-limiting illnesses, and who have chosen to request palliative (comfort) care rather than aggressive or curative treatment for their illness. Hospice services are covered by Medicare and most private insurance and may be available even to people without insurance who are unable to pay for services. The Medicare hospice benefit can cover medical care, equipment and supplies, some in-home aide services, patient and family support, and more.

Hospice care involves a team of professionals, including doctors, nurses, home health aides, social workers, counselors and volunteers who work with the patient and family to ease the process of dying. Hospice care can be provided either in the home, in a specialized hospice facility, or in long-term care facilities or hospitals.

Amedicare Hospice

220 New Fidelity Court

Garner, NC 27529

(919) 773-4865

2929 Crouse LN. Suite E

Burlington NC 27215

(336) 584-4440

Agencies Hours are Monday - Friday, 8:00 am - 5:00 pm; 24/7 On-Call

Amedisys Home Health Care and Hospice

(910) 941-5793

For more information see In-Home Service Providers. Page 102.

Comfort Keepers

(910) 246-8000

For more information see In-Home Service Providers. Page 103.

Community Home Care and Hospice

(919) 718-5417

For more information see In-Home Service Providers. Page 103.

First Choice Home Care Services

(919) 775-3306

For more information see In-home Service Providers. Page 194.

Hospice and Respite Service Providers continued

First Health Hospice and Palliative Care

251 Campground Road

West End, NC 27376

(866) 861-7485

Hours: Monday – Friday, 8am – 5pm

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Liberty Home Care & Hospice

(919) 774-9522

For more information see In-Home Service Providers. Page 107.

Hospital, Clinics, and Health Care Providers

A few outpatient health clinics provide services for reduced or sliding scale fees. Call to inquire about eligibility requirements for these facilities.

Some health clinics specialize in geriatric evaluation and short-term treatment. An older adult may question whether some of the changes he or she is experiencing are due to the normal aging process, or to illness. Family members may notice changes in an older relative such as significant memory impairment, confusion, or impaired thinking. A clinic specializing in geriatric medicine can assess the older adult's condition and offer recommendations for care and treatment. A referral from the patient's primary doctor will usually be required for these specialty clinics.

Carolina Doctors Med Care

1024 South Horner Blvd

Sanford, NC 27330

(919) 774-3680

Service: Urgent Care & Primary Care Patients, lab and digital X-Ray available.
Urgent Care, Family Medicine, Internal Medicine Center.

Central Carolina Hospital – Duke Life Point

1135 Carthage St., Sanford, NC 27330

(919) 774-2100 Main

(800) 483-6385 CCH Physician Referral

Web: www.centralcarolinahospital.com

Type of Service: Healthcare/ Education

Cost: Call hospital for schedule of cost

Service Description: Central Carolina Hospital has inpatient/outpatient services consisting of: Occupational Health Services, Wellness Programs, MRI Services, Maternity Care, Vascular Laboratory, GI Laboratory, Central Carolina Advanced Life Support-EMS, Cardiopulmonary and Physical Rehabilitation Services, Joint Replacement Program, Worker's Compensation Coordination, Cooperative Midwifery Program, Cardiac Catheterization, Sleep Disorders Studies, Nuclear Medicine, Bone Densitometry, Lithotripsy, Outpatient Surgery, Mammography Services, and Inpatient Dialysis.

Medical Staff: With the medical staff now Exceeding 100, CCH offers the following specialties: Emergency Medicine, Internal Medicine, Family Practice, Cardiology, Infectious Disease, Gastroenterology, Ophthalmology, Pediatrics, General and Vascular Surgery, Plastic and Reconstructive Surgery, Obstetrics and Gynecology, Orthopedics, Otolaryngology, Anesthesiology,

Hospital, Clinics, and Health Care Providers continued

Central Carolina Hospital – Duke Life Point continued

Medical Staff: continued

Oncology and Hematology, Radiology, Nephrology, Podiatry, Pathology, Rheumatology, Neurology, Pulmonology, Dermatology and Urology.

Highlights: Community Education and Training: Childbirth Education, Breast Feeding Classes, Infant CPR, Safe Parenting, Take Charge Tuesday Community. For information, call (800) 483-6385.

Dialysis Clinics

Types of Dialysis Service: HEMO Dialysis, CAPD, CCPD and Conventional Home HEMO. All Dialysis treatments can be safe and effective. What's important is to explore all your options and to choose a treatment type that you feel comfortable with. All Dialysis can offer the reassurance of staff assisted treatment, lab and checkup all in one place, all in the company of others going through the same thing. You must make an informed decision on what is right for you. You should explore all the dialysis options.

Carolina Dialysis of Sanford

Allison M. Whitfield, R.N. Clinical Manager
Renal Research Institute
1922 K.M. Wicker Memorial Drive
Sanford, NC 27330
(910) 718-0680

Carolina Dialysis of Lee County (in center hemodialysis)

115 Wilson Road
Sanford, NC 27332
(919) 775-3725
Hours: Mon to Fri, 8am – 5pm

DaVita Carthage Dialysis

165 Savannah Garden Drive
Carthage, NC 28327
(910) 947-1052
1(866) 889-601
Fax (910) 947-1060

Hospital, Clinics, and Health Care Providers continued

Dialysis Clinics continued

DaVita Dialysis-Moore County

16 Regional Drive
Pinehurst, NC 28374
(910) 295-2124

DaVita Dialysis-Southern Pines

209 Windstar Place
Southern Pines, NC 28387
(910) 692-6218

FastMed Urgent Care

724 S. Horner Blvd.
Sanford, NC
(919) 776-6767

First Choice Community Health Centers

40 Autumn Fern Trail
Lillington, NC 27546
(910)364-0970

(919) 499-9422 CALL CENTER

Type of Service: Medical/ Family Practice

Cost: Medicare, Medicaid, Private Insurance, Sliding Scale (based on income)

Service Description: Family Practice Medical Care, pediatrics, adolescent, adult geriatric, OB/GYN, primary care, maternity care available.

Miscellaneous Information: Five Clinics available in Harnett County to serve you: Benhaven, Anderson Creek Dental Services, Anderson Creek Medical Services, Angier, and First Choice Community Health Centers in Lillington.

FirstHealth Convenient Care

1602 Westover Dr., Sanford, NC
(919) 897-2250

FirstHealth Convenient Care Sanford/Lee

2919 Beechtree Dr.
Sanford, NC 27330
(919) 897-2260

Hospital, Clinics, and Health Care Providers continued

Helping Hands Clinic

507 N. Steele St., Sanford, NC 27330

(919) 776-4359 Helping Hands Clinic

(919) 776-0461 Fax

Email: hhcclinic@windstream.net

Web: www.ncafcc.org/clinic/helping-hand-clinic

Type of Service: Medical, Optical, Dental, Medication

Cost: Free to those with low income & no medical insurance

Service Description: Medical care for those in need of immediate, non-acute care (without insurance, Medicaid, or Medicare)

Miscellaneous Information: Limited dental, eye, medical and pharmaceutical services.

Highway to Healing

(919) 774-8940

For more information see Transportation Service Providers. Page 110.

Lee County Health Department & Programs

(919) 718-4640

For more information see Government Agencies and Programs. Page 76.

Medical Review of North Carolina Inc.

100 Regency Forest Drive, Suite 200

Cary, NC 27511

(888) 878- 9295 Toll Free

Service Description: Information on appeals procedures following Medicare denial of Part A benefits

North Carolina Medical Society

222 North Person Street

Raleigh, NC 27601

(919) 833-3836

(800) 722-1350 Toll Free

Web: www.ncmedsoc.org

Type of Services: The North Carolina Medical Society is to unite, serve, and represent physicians in order to enhance physician advocacy for their patients and improve the health of the people of North Carolina.

Hospital, Clinics, and Health Care Providers continued

Piedmont Consortium

310 Trent Drive

Durham, NC 27701

(919) 681-7760

In Lee County Call the Lee County Health Dept. 919-718-4640

Web: www.piedmontconsortium.org

Type of Service: Case Management and Outpatient support services for people with HIV disease and their families. Cost: Free to income eligible persons.

Service Description: The Consortium functions to plan, develop, and ensure the delivery of comprehensive outpatient health and support services to persons living with HIV disease, their families and loved ones. The Piedmont Consortium serves Chatham, Durham, Franklin, Granville, Lee, Orange, Person, Vance and Warren Counties.

Piedmont Health / Moncure Community Health Center – also dental care

7228 Pittsboro-Moncure Rd.

Moncure, NC 27559

(919)542-4991

Web: www.piedmonthealth.org

Type of Service: Medical, Dental, WIC, Pharmacy

Cost: Medicaid/Private Pay/Private Insurance; sliding fee scale options available for qualified patients.

Service Description: All general health care, for adults and children, including prenatal/postnatal care and maternity care coordination. Spanish speaking staff are available, including doctors; Dental care for all ages including dentures for older adults; Social work, case coordination for older adults.

Pine Ridge Urgent Care

3072 S. Horner Blvd.

(919) 775-3020

Rapid Care Urgent Care

2609 S. Horner Blvd.

(919) 718-0414

Housing and Rental Options

Adcock and Associates

1101 South Horner Blvd.
Sanford, NC 27330
(919) 353-2020
Hours: 9am to 5pm
Service: Real estate

Brick Capitol Community Development Corporation

(919) 775-2300
For more information see Emergency and Homeless Shelters. Page 54.

Courtland Village Apartments

1025 Courtland Village Drive
Sanford, NC 27330
Phone: (919)774-1171
Service: Apartment complex for the elderly and disabled. One and two bedroom apartments, rental assistance periodically available, handicap units periodically available.

Habitat for Humanity

(919) 774-7779
For more information see Home Improvement and Repair Assistance Service Providers. Page 86.

Johnson Real Estate

PO Bos 922
Broadway, NC 27505
(919) 777-6060
Hours: 8am to 5pm
Services: Real estate, land brokerage, property management, rental housing (single family homes, mobile homes, apartments, mobile home lots).

Johnston – Lee – Harnett Community Action

(919) 776-0746
For more information see Emergency and Crisis Assistance Service Providers. Page 51.

Housing and Rental Options continued

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

North Carolina Cooperative Extension Service in Lee County

(919) 775-5624

For more information see Government Agencies and Programs. Page 81.

Rental Complexes for Older Adults

Web: www.nchousing.org

Apple Tree Apartments

2619 Brick Capital Ct

Sanford, NC 27330

(919) 774-0693

Aspen Pointe Apartments

5200 Arrowwood Circle

Sanford, NC 27330

(919) 774-6125

Autumn Oaks

250 Willow Oak Lane

Sanford, NC 27330

(919) 718-1552

Brookhollow Apartments

1330 Brookhollow Dr.

Sanford, NC 27330

(919) 775-3323

Courtland Village Apartments

1025 Courtland Village Dr.

Sanford, NC 27330

(919) 774-1171

E-mail: courtland@dhmanagement.com

Housing and Rental Options continued

Rental Complexes for Older Adults continued

Web: www.nchousing.org

Firetower Crossing

119 Lightwood Ln. Sanford, NC 27330

(919) 436-3398

Fax: 919-882-1842

E-mail: firetower@upmapartments.com

Forest Ridge Apartments

538 Forest Ridge Dr.

Sanford, NC 27330

(919) 774-6423 Claudia Lenus, Site Manager

E-mail: Forestridge@partnershippm.com

Hunter's Glen

(Simpson & Simpson Property)

550 Glennaire Drive

(919) 774-6511

Juniper Point Apartments

1112 Juniper St

Sanford, NC 27330

(919) 356-1749

(919) 774-1117 (office)

Ryder Downs

1718-1726 Pendergrass Rd.

Sanford, NC 27330

(919) 336-5858

Sanford Estates

509 Ryan Ave.

Sanford, NC 27330

(844)203-3695

Sanford Gardens / Adcock Rentals

1111 S. Horner Blvd , Sanford, NC 27330

(919) 774-6046

Housing and Rental Options continued

Rental Complexes for Older Adults continued

Web: www.nchousing.org

Sanford Makepeace Apartment

102 Carthage St.
Sanford, NC 27330
(919) 775-1255

Sandhill Manor

801 Harkey Rd.
Sanford, NC 27330
(919) 436-3399

Simpson & Simpson

503 Carthage St.
Sanford, NC 27330
(919) 774-6511
E-mail: simpsonandsimpson@windstream.net
Web: www.simpsonandsimpson.com

Southpark Village Apartments

1300 South Park Way
Sanford, NC 27332 (919) 718-0094

Summerfield/Applegate Apartments

2518 Indian Well Ct, Sanford, NC 27330
(919) 774-1009
E-mail: summerfield@partnershippm.com

Westridge Apartments

2093 Pathway Dr., Sanford, NC 27330
(919) 775-5134

Wilrik Hotel Apartments

152 S. Steele St.
Sanford, NC 27330
(919) 777-2773

Housing and Rental Options continued

Rental Complexes for Older Adults continued

Web: www.nchousing.org

Woodland Heights

700 Woodland Heights Dr.
Sanford, NC 27330
(919) 708-7407

Volunteers of America

301 South Church Street, Ste. 122
Sanford, NC 27330
(252) 985-0230
(919) 616-6843
Services: Re-housing homeless veterans.

Sanford Housing Authority

P.O. Box 636 / 1000 Carthage Street
Sanford, NC 27330
(919) 776-7655 Office
(919) 776-7657 Fax

Web: www.sha-nc.org

Type of Service: Affordable Housing

Cost: Rent is based upon 30% of a person's actual income.

How to Apply: Applications can be picked up and returned at our main office at 1000 Carthage St.

Our Goal: Since 1961, The Sanford Housing Authority has made its goal to provide safe and sanitary housing for the low-income citizens of Sanford, North Carolina. In all, the Authority owns 443 public housing units in its communities across the area, plus manages another 441 Section 8 voucher program units. Both of these housing options can provide you and your family with safe, affordable housing in great locations throughout Sanford and Lee County.

Our Communities: We have 8 communities scattered throughout Sanford to meet your specific housing needs.

Housing and Rental Options continued

Sanford Housing Authority continued

Of these eight, two are specifically designated for the elderly and disabled. These include Stewart Manor off of Horner Blvd, and Matthews Court off of Third Street. Both locations are conveniently located within minutes of stores, post office and banks, yet still provide a peaceful, community minded living arrangement. At both these locations, we have an onsite resident services coordinator who facilitates many activities for residents, including weekly trips to the Sanford Nautilus, Bingo Night, bowling at Kendale Lanes and various other outings for our residents to enjoy at no cost to them.

Home Ownership Program: We offer a Home Ownership program which provides individuals and families the opportunity and assistance needed to purchase a home of their own in the Sanford/Lee County area. Financial, as well as, planning and budgeting assistance is available for all qualified participants. Call today to find out qualifications and let us make becoming a homeowner a viable option for you and your family.

Housing Complexes Available:

Linden Heights – Linden Ave. and Talley Ave.

Matthews Court – Third St. and Temple Ave.

Harris Court – Vance St., Dudley St., Odd fellow St.

Gilmore Terrace – James St., Walden St., Fields Dr., Harrington St.

Stewart Manor – 500 Dudley St.

Utley Plaza – Winslow St.

Foushee Heights – Eames Dr.

Garden Street – Garden St., Clark Circle, Battle Ave., Rose St.

Section 8 Rental Assistance

Web: <http://www.section-8-housing.org.nc>

1500 Pinecroft Rd., Ste. 401

Greensboro, NC 27407-3838

(336)547-4000

Fax: (336) 547-4138

Type of Service: Rental Assistance

Service Description: Rental assistance provided to landlords on behalf of the client. Generally, assistance is 30% of family's gross income.

In-Home Service Providers

These agencies offer in-home aides who can provide hands-on care and may also offer companion/homemaker services. These agencies provide a variety of skilled services, including nursing, physical therapy, occupational therapy, and social work. They also provide some CNA or home health aide services, but often only in the context of also providing skilled care. Typically, patients are referred to these agencies by a physician following a hospitalization or serious illness.

Advanced Home Care

1806 N. Sandhill Blvd
Aberdeen, NC 28374
(910) 295-4119

6003 Chapel Hill Rd., Suite 105
Raleigh, NC 27607
(919) 852-0052

Web: www.advhomecare.org

For more information see Equipment Providers. Page 61

Amedisys Home Care

120 Providence Road, Suite 200
Chapel Hill, NC 27514
(919) 401-3000

Amedisys Hospice
1005 Slater Rd., Ste. 100
Durham, NC 27703
(919) 941-5793

2021 Valleygate Drive Suite 201
Fayetteville, NC
(910) 483-8153 (866) 381-5703

Agencies Hours are Monday - Friday, 8:00 am - 5:00 pm; 24/7 On-Call

Web: <http://www.amedisys.com/>

Service Description: Amedisys is a leading provider of home health and hospice care. We provide personalized, professional care for patients in the comfort of their homes and treat every patient the same way we would treat a member of our own family.

In-Home Service Providers continued

Comfort Keepers

170 S. Page Street
Southern Pines, NC 28370
(866) 432-8060 (Spanish)
(910) 246-8000

Web: www.comfortkeepers.com

Type of Service: In Home Care Serving Moore, Lee, and Wake Counties

Service Description: We will work with you to formulate a care plan that incorporates your needs, your wishes and your preferred schedule. Our caregivers provide quality care ranging from companionship services to assistance with the Instrumental Activities of Daily Living (IADLs).

Whether services are needed for a few hours a day or 24 hours a day, our caregivers are available to meet your needs.

We provide the Following:

- In-Home Companionship Care -Clothes Shopping
- Meal Preparation -Recreational Activities
- Grooming & Dressing Guidance -Light Housekeeping
- Errand Services -Organize Incoming Mail
- Grocery Shopping -Periodic Review with Family
- Incidental Transportation -Respite Care
- Daily “TLC” Phone Calls -Emergency Monitoring
- Laundry & Linen Washing

Community Home Care and Hospice

1836 Doctors Drive , Sanford, NC 27330
(919) 718-5417

Type of Service: Pain and Symptom Management, Nursing Care, Grief Counseling, Spiritual Support, Volunteer Services and Case Management for terminally ill patients, their families and caregivers

Cost: Hospice care is covered by Medicare, Medicaid, and private insurance plans. There is a sliding scale for patients with no medical insurance. Services are provided on the basis of need, not the ability to pay.

Service Description: Community Home Care & Hospice uses a team oriented approach to quality, supportive care for patients near the end of life, and their families. Offering a myriad of community choices designed to allow the patient to live the remainder of their life in the home.

In-Home Service Providers continued

Community Home Care and Hospice continued

Community Home Care & Hospice provides the patient and families with comfort care measures, supportive counseling and family avocation to meet and special needs that arise from the physical, psychological, spiritual, social, and economic stresses, often present in the final stages of illness.

Hospice care is delivered primarily in the home, but may continue in the hospital, a long-term care setting, assisted living facilities, rest homes and our in-patient unit located in Lillington and Fayetteville.

Bereavement support services are available to families for a year following the patient's death. Community Home Care & Hospice provides individual visits to family members. Adult support groups are conducted the first Thursday of every month at our office located at 1836 Doctors Drive in Sanford, and are open to the community. Individual counseling is available for the children in the community.

Miscellaneous information: Patient/family volunteers received extensive training and assist the patient and family in many ways such as shopping, transportation, sitting with patient, providing encouragement, support and help wherever needed. Call for more information at (919) 718-5417.

First Choice Home Care, Inc.

506 Carthage St. , Sanford, NC 27330
(919) 775-3306

Web: www.firstchoicehomecare.com

Type of Service: Home Care-Private Duty

Service Description: Private Duty, Hourly Care in your home, Bath Service, and Nurse 4 Me services are offered. Services are available around the clock (24/7), for a minimum of 3 hours per visit.

Family Caregivers often do not allow themselves that much needed break during the day; First Choice Home Care allows caregivers the opportunity to take time for them and still have peace of mind that their loved one is cared for.

First Choice Home Care, Inc. offers services such as:

Companionship: Dressing Guidance, assist with Walking, Maintain Calendar, Assist with Entertaining, Card Games, and Reading Services

Housekeeping: Light Housekeeping, Linen and Laundry Service, Assist with Pet Care, Trash and Garbage Removal, Organize and Clean Closets, and House Plant Care

Personal Services: Medication Reminders, Standby Bathing Assistance, Oral Hygiene Reminders, Assist with Grooming, and Review Expiration Dates

Clerical: Answer the Telephone, Organize Incoming Mail, Make Appointments, Supervise Home Deliveries, Letter Writing, and Coordinate Third Party Payments

In-Home Service Providers continued

First Choice Home Care, Inc. continued

Nutrition Services: Meal Preparation, Meal Planning, Monitor Diet and Eating, Grocery List Preparation, Organize Refrigerator, Monitor Expiration Dates, and Organize Food Supplies

Personal Care: Assisting with Self-Administration of Medications, Hygiene, Bathing, Continence Management, and Mobility Assistance

Transportation: Escort to Appointments, Escort to Shopping Trips, Social Visits, and Airport Assistance

Nursing – RN/LPN: Hourly or Per Visit Skilled Care in Your Home, Adult and Pediatric Care, and CAPC, PDN, Private Insurance.

****First Health Home Care Services** – Maybe extend to include new campus in Sanford and all services available

181 A Westgate Dr.

West End, NC 27376

(910) 295-2211 Office Phone

(910) 255-3715 Fax

Web: www.firsthealth.org

Type of Service: Home Health including Skilled Nursing & Physical Therapy in Lee, Moore, Montgomery, Richmond, Hoke & Scotland counties.

Service Description: First Health Home Care brings experts medical care to your door. With a highly-trained staff of nurses, physical and occupational therapists, social workers and nutritional consultants, you can rest assured you'll receive the quality medical care your doctor has prescribed. First Health's Home care program includes a state of the art Tele-Health home monitoring system. It's a simple and fast method of checking your vital signs each day without ever leaving your home and allowing the results to be monitored by a Home Care nurse. Tele-Health helps you take care of yourself and provides the security of knowing that your home health nurse is taking care of you too, in between home care visits.

First Health Home Care professionals live in your community and care for patients in Lee, Moore, Montgomery, Richmond, Hoke and Scotland counties.

First Health Home Care including Tele-Health is covered completely by Medicare and Medicaid as well as most private insurance.

- Skilled Nursing:
- Adult Nursing

In-Home Service Providers continued

First Health Home Care Services continued

- Disease/Medication Management and Education
- IV Infusion Therapy
- Wound/Ostomy Care
- Tele-Health monitoring
- Physical Therapy/Occupational Therapy:
- Orthopedic/Neurological Rehabilitation
- Post-Hospitalization Rehabilitation
- Home Safety/Falls Prevention Program
- Life Management Skills Assessment and Training
- Social Worker
- Long-term Planning
- Referral to Community Resources
- Assistance with Financial Concerns
- Home Health Aides:
- Assistance with Personal Care
- Nutritional Consultant
- Disease-specific Nutritional Assessment and Education

Griswold Home Care

168 Westgate Drive -Taylortown

P.O. Box 3024

Pinehurst, NC 28374

(800) 474-7965 CALL CENTER

910-420-5989

Web: www.griswoldhomecare.com

Cost: Varies Based on Care Needs

Type of Service: In-Home Care

Description of Service: Griswold Home Care strives to keep the cost of home care services affordable for the average family and to attract the most experienced, compassionate caregivers in the industry so that the client receives quality care from the most qualified caregivers. We provide service to clients in retirement communities, assisted living and nursing facilities.

Personal Care: Medication reminders, Bathing, Skin Care and Make-Up, Continence Care, Dressing and Grooming, Personal Hygiene, Nutrition, Toileting and Continence Care Assistance, Range-of-Motion Assistance, Transfer and Ambulatory Assistance and Incidental Transportation.

In-Home Service Providers continued

Griswold Home Care continued

Caregiver Services includes:

Homemaking: Meal Planning including Preparation and Serving, Kitchen Organization and Clean-Up, Light Housekeeping, Personal Laundry and Linen Care, and Plant Care.

Companionship: Social Events and Friend Visits, Shopping and Errands, Personal Home Projects, and Safety and Security.

Home Delivered Meals

(919) 776-0501 ext. 2213

For more information see Food and Nutrition Service Providers. Page 70.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Liberty Home Care & Hospice

1005 Carthage Street

Sanford, NC 27330

(919) 774-9522

Web: www.libertyhomecare.com

Type of Service: Home Health and Hospice

Cost: Medicare, Medicaid, Fee Scale, Private Insurance, Worker's Compensation, VA and Private Pay.

Staffing: Amy Gunter, RN, Home Health Operations Manager

Judy Page, RN, Home Health Coordinator

Kimmie Fox, RN, Hospice – Home Health Administrator

Service Description: Skilled care through a multi-disciplinary team approach. The home health team includes nurses, home health aides, physical therapist, occupational therapist and speech therapist and medical social worker. Our Hospice team has nurses, aides, volunteers, medical social worker, chaplain and rehabilitation, as needed. We provide the medical supplies based on health insurance approval. For more information about your individual needs, call us. Anyone may request services.

In-Home Service Providers continued

Liberty Home Care & Hospice continued

Miscellaneous Information: Evaluation visits are made to determine if your needs can be met through these services or if a more appropriate referral is needed. There is no charge for this evaluation visit if the person does not become a client of Liberty Home Care & Hospice.

Meals on Wheels of Sanford

(919) 708-4181

For more information see Food and Nutrition Service Providers. Page 70.

Parkview In-Home Aide Service

P.O. Box 4057

620 Westover Drive

Sanford, NC 27330

(919) 775-1475

(800) 777-1475 Toll Free

Type of Service: Home Care Services

Cost: Competitive Rate

Service Description: State approved agency serving Lee Harnett, Moore, Chatham, Hoke, Cumberland and Wake Counties. All nurse aides are certified and supervised by a registered nurse at all times.

Parkview is a family owned, home-town based agency serving clients 24 hours a day, 7 days a week, since 1989. We offer Personal Care Service (PCS), Community Alternative Program (CAP), and private pay. We are also approved by Private Insurance Companies. Clients are billed only for services rendered. Bookkeeping and personnel matters are handled by Parkview. Parkview is Bonded and Insured.

In-Home Service Providers continued

Total Life Care

824 S. Horner Blvd.

Sanford, NC 27330

(919) 776-0352

Type of Service: In-Home Care

Service Description: Compassionate, comprehensive care available 24 hours a day 7/days a week.

Personal Care

Companionship

Recovery in Home

Bathing/Grooming

Special Needs

Private Duty, RN's & LPN's, CNA's

Medicaid Licensed/ Insured/ Bonded

Miscellaneous Information: Insurance Claims Filed, Medicaid Reimbursement, Free Care Assessment, helping senior/ others live at home.

Life Assistance

Meal Preparation

Errands

Light Housekeeping

Family Support

Medication Assistance Programs and Service Providers

AARP

The American Association of Retired Persons

601 East St, N.W.

Washington, DC 20049

(888) 687-2277 Toll Free Nationwide

(877) 434-7598 Toll Free TTY

(877) 342-2277 Toll Free Spanish

Hours: Monday to Friday 7AM through 11PM (East Coast)

Web: www.aarp.org

Type of Service: Information for 50+ Population

Service Description: AARP is a non-profit, non-partisan organization for anyone age 50 or over, both working and retired. AARP is dedicated to helping older Americans achieve lives of independence, dignity, and purpose. AARP's motto, "to serve, not to be served," and its vision statement "bringing lifetimes of experience and leadership to serve all generations," are supported by the activities of members who are involved in community, state, and national affairs.

Tax Assistance: This free service uses volunteer tax counselors to help older adults prepare tax forms each year February–April call (919) 776-0501

55 Alive Driver's Safety Program – Offered 2 times per year Call (919) 776-0501 or 1(888) 227-7669 Toll Free.

Boone Trail Medical Clinic (First Choice Community Health Care)

(910) 364-0970

For more information see Hospital, Clinics and Health Care Providers. Page 93.

Christian United Outreach Center

(919) 774-8485

For more information see Food and Nutrition Service Providers. Page 69.

Daymark Recovery Services, Inc.

(910) 295-6853

For more information see Counseling and Mental Health Service Providers. Page 34.

Enrichment Center

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Medication Assistance Programs and Service Providers cont.

Helping Hands Clinic

(919) 776-4359

For more information see Hospital, Clinics and Health Care Providers. Page 94.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Health Department Clinics and Programs

(919) 718-4640

For more information see Government Agencies and Programs. Page 76.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

Piedmont Consortium

(919) 681-7760

For more information see Hospital, Clinics and Health Care Providers. Page 95.

Senior Health Insurance Information Program (SHIIP)

(855) 408-1212 Toll free

For more information see Government Agencies and Programs. Page 83.

Pharmacies

CVS Pharmacy

(919) 776- 2380 133 Market Place Drive

(919) 776-4574 1802 S. Horner #2

Medicine Park Pharmacy

(919) 776-9715

(919) 776-2814

Piedmont Health / Moncure Community Health Center

7228 Moncure-Pittsboro Road

P.O. Box 319

Moncure, NC 27559

(919) 542-4991

Sanford Pharmacy

(919) 292-6161 – 1720 S. Horner Blvd.

Wal-Mart Pharmacy

(919) 776-9399

3310 S. Hwy 87

Sanford, NC 27332

Walgreen Drug Store

(919) 775-4361 - Corner of Dalrymple St. and S. Horner Blvd (Open 24 Hours)

(919) 776-2727 - Corner of Rose St. and Horner Blvd. (formerly Kerr Drug)

(919) 777-5983 - Corner of Center Church Rd. and Jefferson Davis Hwy

(919) 542-4991 – 1131 Spring Lane (formerly Rite-Aid)

Physical Therapy

Central Carolina Hospital

1135 Carthage St.
Sanford, NC 27330
(919) 774-2100
Physical Therapy Dept. ext. 8092

First Health Outpatient Rehabilitation of Sanford

2925 Beechtree Drive
Sanford, NC 27330
(919) 774-4596

Kinetic Institute Physical Therapist

1210 Carthage Street
Sanford, NC 27330
(919) 776-5488

Performance Rehabilitation

1408 Greenway Court
Sanford, NC 27330
(919) 708 7220

Services: Physical Therapist, Orthopedic Care, Sports Medicine with rehabilitation, Orthopedics and Prosthetic Therapy, Payment various and available.

Sanford Community Based Outpatient Clinic (CBOC)

3112 Tramway Rd., Sanford, NC 27330
(919) 775-6160

Type of Service: Veterans Health Care

Web: www.fayettevillenc.va.gov

Cost: Services are generally free. If client has Medicaid or private insurance, those benefits will be used first.

Select Physical Therapy

1832 Doctors Drive, Sanford, NC 27330
(919) 776-4289

Therapy Services: Physical Therapist, Orthopedic Care, Sport Medicine with rehabilitation, Orthotics and Prosthetic therapy, Women's Health. Various Payment options available.

Thrift Stores

Christian United Outreach Center

2885 Lee Avenue

Sanford, NC 27330

(919) 774-8485

Web: <http://www.cuoclc.org/>

Hours: Monday through Saturday 9:00 am – 1:00 pm

Divine Finds

P.O. Box 1152 511 Wicker St.

Sanford, NC 27330

E-Mail: gemwilson@windstream.net

Facebook: Divine Finds

(919) 718-0446

Hours: Monday – Friday – 9am – 5pm

Saturday 9am – 4pm

Closed Sunday

Fabulous Finds

201 N. Steele Street

Sanford, NC 27330

(919) 777-9048

Hours: Tuesday- Friday 10a.m.-5p.m., Saturdays 10a.m.-2p.m.

Fabulous Finds is a consignment shop that carries used items as well as some new items. They accept clothes items from birth to adult plus sizes for girls, birth to small Jr. for boys, accessories such as shoes and purses, baby items such as strollers, cribs, and walkers, and toys that are in great condition with no pieces missing. All clothing items are in season and less than five years old. New items are added to the floor daily. Items marked down twice a month.

Habitat ReStore

413 Wicker St

Sanford, NC 27330

(919) 774-6767 Nancy Neal, Store Manager

E-mail: hfhhsanfordnc_homestore@windstream.net

Web: <http://Sanford-Habitat.org>

Type of Service: Resale of donated products for the home to the community at reduced costs.

Cost: varies

Thrift Stores continued

Habitat ReStore continued

Service Description: We accept new and used products and materials used for, or in the home. Items accepted are furniture, appliances, garden/yard tools, cabinets, windows, doors, paint, misc. home products, electronics, and many more. Items are sold to the community at 100% profit to Habitat to fund construction of houses for low-income families. Items donated are tax-deductible.

Lee PTO Thrift Shop, Inc.

303 S. Steele Street Sanford, NC 27330
(919) 776-4142

Middle Class Thrift

529 Wicker Street
Sanford, NC 27330
(910) 229-5132

Hours: Monday through Friday 10a.m.-5p.m., Saturday 8a.m.-3p.m.

Items are thoroughly inspected and purchased prior to selling; no donations.

Middle Class Thrift carries furniture, household items, and clothing

Salvation Army

305 S. Steele Street Sanford, NC 27330
919) 776-2769

For more information see Emergency and Crisis Assistance Service Providers.

Page 53

Transportation

County System:

Harnett Area Rural Transportation System (HARTS) (910) 814-4019

Hoke Area Transportation System (HATS) (910) 875-8696

Lee County of Lee Transit System (COLTS) (919) 776-7201

Moore County Transportation (910) 947-3389

COLTS (County of Lee Transit System)

112 Hillcrest Drive

Sanford, NC 27330

(919) 776-7201

www.leecountync.gov

Type of Service: COLTS is a coordinated transit system that provides transportation services for the general public and human service agencies in Lee County. Provide transportation for citizens of Lee County to work, medical appointments, shopping, Senior Services, and necessary errands. Medical transportation is available to Chapel Hill and Durham.

Cost: Varies with situation (Generally paid through appropriate human service agency). Some general public ridership is available for a fee.

Service Description: Local and limited out of town transportation is available to persons who qualify through human services agencies (i.e. Social Services, Health Department, Senior Services, Lee County Industries, Center for Independent Living, Mental Health). Public ridership is available. Lift-equipped vehicles are available.

Miscellaneous Information: Arrangements are made by contacting the COLTS office at (919) 776-7201 Notification for transportation is needed two business days prior to appointment. Hours 7:30 to 5pm.

The following systems and contact numbers provide information that may assist you in accessing transportation service in your area.

Highway to Healing

1615 S. Third St.

Sanford, NC 27330

(919) 774-8940 (Please give a 48 hr. notice so arrangements can be made)

Transportation continued

Highway to Healing continued

Type of Service: Transportation of Cancer Patients who reside in Lee County

Cost: Free

Service Description: One Hundred and twenty-five (125) volunteer drivers use their own cars to drive cancer patients who reside in Lee County to doctors, hospitals or therapy in Lee County, Pinehurst, Chapel Hill, Durham, Raleigh, Siler City or Fayetteville.

Lee County Department of Social Services

(919) 718-4690

For more information see Government Agencies and Programs. Page 73.

Lee County Health Department Clinics and Programs

(919) 718-4640

For more information see Government Agencies and Programs. Page 76.

Lee County Senior Services

(919) 776-0501

For more information see Government Agencies and Programs. Page 79.

TOLL FREE HOTLINES

211 Information Line.....211

Web: www.211.org

AARP Health Insurance (Claims)..... (800) 523-5880

AARP Health Insurance (Customer)..... (800) 523-5800

Alcohol & Drug Abuse Helpline..... (800) 252-6465

ALS (Lou Gehrig's disease) Association..... (800) 782-4747

Web: www.alsa.org

Duke Alzheimer's Family Support Program..... (800) 646-2028

Web: <http://www.geri.duke.edu/service>

Alzheimer's Association Information & Referral..... (800) 272-3900

Alzheimer's North Carolina, Inc.....(800) 228-8738

Web: www.alz.org/northcarolina

Alzheimer's Disease Education & Referral..... (800) 438-4380

American Association of Kidney Patients..... (800) 749-2257

Web: www.aakp.org

American Assoc. of Retired Persons (AARP)..... (800) 424-2277

Web: www.aarp.org

American Cancer Society Hotline..... (800) 227-2345

Web: www.cancer.org

TOLL FREE HOTLINES continued

American Council for the Blind..... (800)424-8666

Web: www.acb.org

American Diabetes Association..... (800) 232-3472

Web: www.diabetes.org

American Heart Association (Mid-Atlantic Affiliate) (800) 284-6601

Web: www.americanheart.org

American Institute for Cancer Research..... (800) 843-8114

Web: www.aicr.org

American Kidney Fund..... (800) 638-8299

Web: www.kidneyfund.org

American Lung Association of NC (800) 237-6611

Web: www.lungnc.org (state); www.lungusa.org (national)

American Osteopathic Association..... (800) 621-1773

Web: www.osteopathic.org

Arthritis Foundation Information..... (800) 283-7800

Web: www.arthritis.org

Automobile Insurance Program..... (800) 541-3717

Better Hearing Institute..... (800) 327-9355

Web: www.betterhearing.org

Breast Cancer Information..... (800) 221-2141

TOLL FREE HOTLINES continued

Cancer Information Service..... (800) 422-6237

Web: www.cancer.gov

Carolina Poison Control Hotline..... (800) 848-6946

Web: www.ncpoisoncenter.org

Easter Seals Society of NC..... (800) 662-7119

Web: www.nc.eastersealsucp.org

Elder Care Locator Line..... (800) 677-1116

Web: www.eldercare.gov

Grief Recovery Institute..... (800) 334-7606

Web: www.grief.net

Help for Incontinent People (800) 252-3337

Huntington's Disease Society of America..... (800) 345-4372

Web: www.hdsa.org

Internal Revenue Service..... (800) 829-1040

Web: www.irs.gov

Kidney Information..... (800) 638-8299

Leukemia & Lymphoma Society..... (800) 936- 9337

Web: www.lls.org

Medicare Telephone Hotline..... (800) 633-4227

Military Crisis Line..... (800) 273-8255

TOLL FREE HOTLINES continued

National Alliance for the Mentally Ill..... (800) 950-6264

Web: www.nami.org

National Eye Care Project Helpline(877) 887-6327

Web: www.eyecareamerica.org

National Institute on Aging Information Center..... (800) 222-2225

Web: www.nia.nih.gov

National Institute of Mental Health..... (866) 615-6464

Web: www.nimh.nih.gov

National Library Services - Blind & Handicapped..... (800) 424-8567

Web: www.loc.gov/nls

NC Crisis Line..... (800) 672-2903

NC Department of Insurance Hotline..... (855) 408-1212

Web: www.ncdoi.com

NC Disability Hotline..... (800) 638-6810

National Kidney Foundation..... (855) 653-2273

Web: www.kidneync.org

National Multiple Sclerosis Society..... (800) 344-4867

Web: www.nationalmssociety.org

National Osteoporosis Foundation..... (800) 231-4222

Web: www.nof.org

TOLL FREE HOTLINES continued

NC Library for the Blind & Physically Handicapped (888) 388-2460

Web: www.statelibrary.ncdcr.gov/lbph

NC Travel & Tourism..... (800) 847-4862

Web: www.visitnc.com

Paralysis Resource Center..... (800) 539-7309

Web: www.paralysis.org

Parkinson's Disease Foundation..... (800) 457-6676

Web: www.parkinson.org

SHIP (Senior Health Information Program in NC) (855) 408-1212

Web: www.ncdoi.com/SHIP/

Senior Advisor (A Place for Mom)(866) 333-7320

Web: https://www.senioradvisor.com/community_properties/list/US/NC/lee

Social Security Administration..... (800) 772-1213

Web: www.ssa.gov/

The Living Bank (Organ Donors) (800) 528-2971

Web: www.livingbank.org/

Veteran Affairs, US Government..... (800) 827-1000

Vital Information and Checklists

Vital information

Assessing the needs of an older or disabled adult

Moving a parent to North Carolina: tips for adult children for aging parents

Home safety checklist

Understanding Caring for your Parent at Home

Choosing a home care agency

Long-term care facility checklist

Medical care decisions & advanced directives

End of life planning

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

VITAL INFORMATION

Keeping summary information in one place can be tremendously helpful, especially if a family member needs to take over care unexpectedly. Store this information in a safe location (not in this book!). Make sure your family members know where to find it or give them a copy. Review and update the information at least once a year or whenever things change.

Date: _____

Name: _____

Social security number: _____

Emergency contact: _____

EM phone number: _____

Healthcare information

Medicare number: _____

Supplemental insurance: _____

Medicare number: _____

Policy number: _____

Doctors

Name: _____

Address: _____

Specialty: _____

Phone: _____

Name: _____

Address: _____

Specialty: _____

Phone: _____

Name: _____

Address: _____

Specialty: _____

Phone: _____

Name: _____

Address: _____

Specialty: _____

Phone: _____

VITAL INFORMATION continued

Other HealthCare information

Pharmacy: _____

Pharmacy phone: _____

In home care provider: _____

Phone: _____

Other: _____

Phone: _____

Other: _____

Phone: _____

Notes

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VITAL INFORMATION continued

LEGAL AND FINANCIAL

ITEM LOCATION

Will: _____

Durable power of attorney: _____

Property deeds: _____

Living will: _____

Healthcare power of attorney: _____

Safe deposit box: _____

Key to safety deposit box: _____

Other: _____

ACCOUNT	Institution or broker	Location of statement
Checking:	_____	_____
Savings:	_____	_____
Money maker:	_____	_____
IRA:	_____	_____
401K:	_____	_____
CD:	_____	_____
CD:	_____	_____
Stocks:	_____	_____
Bonds:	_____	_____
Other investments:	_____	_____

INSURANCE POLICY	COMPANY	LOCATION
Long term care:	_____	_____
Disability:	_____	_____
Life:	_____	_____
Homeowners/renters:	_____	_____
Automobile:	_____	_____
Other:	_____	_____

Notes

ASSESSING THE NEEDS OF AN OLDER OR DISABLED ADULT

Adults with aging relatives or neighbors often wonder, “When should I start to worry? What should I be looking for?” Here are some things to look for when visiting that might give you a hint that help is needed. For many of these questions, all you have to do is keep your eyes open. Other issues like money management may require more careful and tactful questioning.

In general, you are looking for signs of change from past behavior – are they behaving differently from their past normal patterns? If you do notice a problem, talk it over with them first, expressing your concern in a tactful, nonjudgmental way. Express your concern, but don’t over-react. Depending on what you hear, you may also need to talk to other family members, close friends, or the adult’s physician.

Remember that there could be a variety of explanations for many of these problems, including simple loss of mobility, physical limitations, chronic pain, vision or other sensory losses, confusion due to medication problems, depression, or possibly dementia. Help may be needed, but the person may still be able to continue living independently once problems are identified and supports are in place. Don’t panic!

Driving:

Driving skill can be an early casualty due to vision loss, early-stage dementia, or other problems that impair concentration.

- Look at the car, any recent dents or scrapes?
- Let them drive when you go somewhere that is familiar to them. Do you feel safe? Any close calls or unusual variations in speed? Any signs of confusion about where to go?

Mail:

A casual glance around can sometimes be very telling in terms of lost organizational skills or problems that impair concentration.

- Is there a stack (or many stacks) of unsorted mail?
- Are bills and other important correspondence mixed in with outdated junk mail?
- Are there an unusual number of sweepstakes entry forms or charitable or political solicitation letters? (This can be a hint that an older adult is being taken in by fraudulent or deceptive marketing or has been responding to telephone solicitations for money.)

ASSESSING THE NEEDS OF AN OLDER OR DISABLED ADULT cont.

Paying bills and managing money:

This can be a little harder without asking prying questions or looking at bank statements, but you may see evidence or hear stories about services getting cut off, or hassles with the bank.

- Are the utility bills getting paid on time? Rent or mortgage payments?
- Is the checkbook balanced?
- Any signs of overdrafts?
- Are there a lot of credit card bills? Are payments being made?

Housekeeping:

Look for changes from past behavior-what was normal for this person in their prime?

- Is the home reasonably clean?
- Have there been major changes in the level of cleanliness?
- Are there strong odors in the house?
- Is laundry getting done regularly? Do their clothes seem clean? Do they wear the same thing all the time?
- Is the home cluttered? Are there safety hazards due to walkways being blocked?

Meal preparation and nutrition:

Appetite can change with age and activity level, but changes in the way things taste or smell are also quite common in older adults. Sometimes this is an early sign of a more serious medical problem, or may result in a problem if it leads to not eating regularly. Physical limitations such as back pain can also reduce the ability to stand long enough to prepare food, and loneliness or depression can take away the desire to prepare nutritionally varied meals.

- Are they eating regular meals?
- Any signs of loss of appetite or changes in taste or smell (picking at food, only eating a few foods)?
- Are they able to prepare food for themselves?
- Is there a reasonable amount and variety of food in the refrigerator and cupboards?
- Any signs of rotten food, or unusual overstocking of certain items?
- Do they appear to have lost weight recently?

ASSESSING THE NEEDS OF AN OLDER OR DISABLED ADULT cont.

Personal care:

Changes in dress or personal grooming can also reflect a variety of issues. Perhaps arthritis makes it difficult to put on some kinds of clothing, but wearing the same clothes over and over may also indicate depression or other problems.

- Does the person appear well groomed and appropriately dressed?
- Are their clothes clean?
- Do they change clothes regularly, or do they always seem to be wearing the same thing?
- Does he or she seem to be bathing regularly?
- Can he or she get in and out of the tub/shower without assistance?
- Are there stains or odors that might indicate difficulty with getting to the bathroom?
- If there are prescription medications, does the person seem to be taking them regularly? Does he or she have a system for remembering when to take them?

Changes in social behavior

Again, if there have been changes in this area, the question is, “why?” “Is it a transportation problem? Do they hesitate to go to social gatherings because hearing loss makes conversation difficult? Or are they withdrawing from the world because of grief and depression?”

- Does the person still see friends and participate in social activities? If not, why not?
- If they went to church previously, do they still go?
- Do they seem lonely or isolated?

Mental status:

These are just a few indicators that there may be a problem with depression or possibly a neurological disorder. Remember that there may be many explanations for these behaviors, some of which are quite treatable, so don’t assume “it’s just old age”. Not all old people are miserable, focused on death, or living in the past.

- Have they lost interest in things they used to enjoy?
- Do they seem unusually worried, hopeless, or sad?
- Do they repeat questions or stories over and over?

ASSESSING THE NEEDS OF AN OLDER OR DISABLED ADULT cont.

Mental status: continued

- Do you have to repeat or explain things multiple times to get them to understand?
- Are they able to recall events accurately?
- Do they have difficulty concentrating on a conversation, a book, or a television program?
- Do they seem unusually sleepy during the day? Do they have a regular sleep schedule?
- Do they seem uncharacteristically angry or suspicious?
- Do they complain about items being lost or stolen?

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MOVING A PARENT TO NORTH CAROLINA

Tips for adult children of aging parents

There are many issues to consider before deciding to move a parent here from our state. Here are a few of the most common and important to consider. For more information or assistance in learning what is available in Lee county, call the Enrichment Center for information at (919) 776-05-1

Financial concerns:

Before planning a move, have a detailed discussion with your parent about their financial situation. You need to know what their financial resources are and, especially whether they are receiving any public benefits that are based on income. This is important because these benefits can vary from state to state what is available in New Jersey or Connecticut may not be available in North Carolina.

Income (social security, pensions, etc.)

Assets (Savings, investments, retirement accounts, etc.)

Public assistance, if any (food stamps, prescription drugs, utility bill, home health care, etc.)

Social security

This federal benefit will not change when your parents move, but you will need to notify social security about the change of address and arrange for the payments to be directed in a new bank. This is not difficult and can usually be arranged by filling out a form at the new bank, but it will require your parents' signature.

Notes

MOVING A PARENT TO NORTH CAROLINA continued

Medicare

The basic Medicare benefit will not change, but you need to find out

- Is your parent enrolled in a “Medicare advantage” or “Medicare part c” plan?
These private plans typically serve a specific region and may not transfer to NC
- Does your parent have a “Medigap” or Medicare supplemental insurance policy?
- If so, can she keep the same policy when she moves to another state? If she has to change, don’t drop the old policy until a new one is in place!

Prescription drugs:

Many seniors are enrolled in Medicare part d prescription drug coverage. Some of these plans are national while others serve only specific regions.

- Is your parent enrolled in Medicare part d?
- Will they need to switch to a different company if they move?
- Is a similar plan available in NC?
- Is your parent enrolled in a state prescription assistance program (SPAP) that supplements Medicare part d, helping to fill gaps in coverage? North Carolina does not have SPAP
- If your parent loses SPAP coverage, what financial impact will this have?

Medicare doctors:

Finding a primary care doctor who will accept new Medicare patients is not always easy in Lee County. Start looking as soon as possible. Don’t wait until mom or dad is here and needs a new prescription. Try calling larger practices, which often have new doctors coming on staff and therefore may be accepting new patients. Hospital physician referral services may also be helpful.

Medicaid:

Medicaid is health insurance for low income people, funding by a combination of federal and state dollars, so the eligible rules vary from state to state. The fact that your parent was eligible in their home state does not guarantee that they are eligible in North Carolina.

Since Medicaid can be a source of payment for in-home care, prescription drug coverage, and other benefits as well as direct health care coverage, it can be crucial to determine whether your parent is receiving these benefits and whether they are available in NC.

MOVING A PARENT TO NORTH CAROLINA continued

Food aid and other economic assistance

- Has your parent been receiving food stamps, also called SNAP?
- Does your parent receive SSI?
- Discounts on utility bill?
- Help with winter heating cost?
- Other economic help from state or country?

Home care and chore services:

- Does your parent receive assistance in the home from a home health care aide or chore worker?
- If so, who is paying for this service?
- Availability of such services may be more limited in NC than in other regions. How will you fill this gap if public services are not available?

Transportation

- Does your parent drive?
- Will he or she be able to adjust to driving in a new area? This can be very daunting to older adults, even if they have been capable of driving on familiar routes in their home area
- If he or she can't drive, how will they get around? Public transportation is limited or unavailable in much of Wake County.
- Will you be able to leave work to take him or her to medical appointments, grocery store, senior center, etc.?

Social support.

- What kinds of social support network does your parent have in their current home?
- If they move here, will you be there only source of social support?
- How good are they at making new friends?
- How busy are you with your job, family, and social activities?
- What will your parent be losing when moving here?

MOVING A PARENT TO NORTH CAROLINA continued

Housing:

- What kind of living situation is your parent living in now? Will a similar situation be available here?
- Will they be able to continue at that level of independence if they move here or will they need additional support?
- If he or she needs long term care setting such as assisted living, be sure to look into how that will be paid for.

Why are you considering this move?

Be sure to think through your reasons for recommending this move, if it's your idea. Ask your parent to explain why he or she wants to move, if the idea is coming from them.

- Are you reacting to an acute situation such as an illness or a fall?
- Is your reaction in proportion to the need?
- Will a move really solve the problem you are concerned for?
- Whose needs are met by this move?
- What does your parent think about this move?

What decision will contribute most to your parent's quality of life?

Notes

[illegible]

Understanding Home Care

If you or a loved one needs help at home, start by thinking about two questions before calling anyone:

- 1) What kind of services do you need?
- 2) Who will be paying for the services?

If you don't know the answers, read the following:

Levels of home care

Homemakers or companions can provide supervision, companionship, transportation to appointments or shopping, meal preparation, light housekeeping, and laundry, in addition to helping with errands. If transportation is needed, be sure to inquire whether the agency permits this; some do not.

Home health aides or certified nursing assistants (CNAs), in addition to the services provided by homemakers, assist with hands-on personal care needs, also called “activities of daily living” or ADLs. These include bathing, dressing, walking, eating, and toileting.

Respite care refers to services provided in order to allow a family caregiver to take a break from care giving. Respite care may be provided by companion level workers, or by CNAs, depending on the patients needs.

Skilled nursing and other skilled services such as **physical therapy, occupational therapy, speech therapy, and medical social services** may be needed following a serious illness or hospitalization.

Hospice care, which is for people with limited life expectancy, can provide home care along with a variety of other services.

Notes

[illegible]

Understanding Home Care continued

Who pays for what?

Medicare provides a **home health benefit** following certain illnesses and injuries. It does not always require prior hospitalization. Medicare usually pays for home health visits **only if all the following conditions exist**.

- 1) The patient needs intermittent skilled nursing or therapies;
- 2) The patient is homebound;
- 3) The care is ordered by and is under the direction of a physician;
- 4) The agency providing care is certified for Medicare visits.

Typically, Medicare pays for just a few hours per week of home aide service, and services are usually provided on a short- term basis.

Recent rule changes permit some longer-term services, if they are needed to assist a patient in maintaining their level of functioning/health. Supplemental (Medigap) insurance policies and Medicare advantage plans may include some home care coverage, but tend to follow Medicare's lead when authorizing home care. This means that if Medicare will not cover the service, then the supplemental insurance will probably not pay either. Medicare also pays for hospice care, for people with terminal illnesses, which offers a small amount of home health aide service.

Medicaid pays for up to 60 hours/month of home care under the Medicaid Personal Care Services (Medicaid PCS) program. In order to receive Medicaid PCS services, an assessment must be performed by a nurse from an independent agency (not the one that will be providing services) to determine the level of care and recommended number of hours. The patients' physician must make the request for this evaluation, either online or by faxing a referral form. These assessments must show that the individual needs hands-on assistance with multiple "activities of daily living" (ADLs) and has no available help from family. Once services have been approved, then the client may choose which agency may provide the services. **CAP/DA** (Community Alternatives Program for Disabled Adults)

The Community Alternatives Program for Disabled Adults (CAP/DA) provides in-home care for Medicaid recipients who would otherwise need to be in a nursing facility. The goal of the program is to help disabled adults remain in a home setting; rather than having to go into institutional care. This kind of program is sometimes called a "Medicaid waiver" program.

In order to qualify, patients must meet Medicaid financial requirements, and must be certified by a physician as needing a nursing home level of care. In addition, the cost of providing care in the patient's home must be less than the cost of institutional care.

Understanding Home Care continued

CAP/DA continued

For patients who qualify, the program can provide personal care, nursing services, adult day care, medical supplies and other services. Since the program cannot provide 24-hour care, in most cases the patient must have some family or other support in addition to the help provided by CAP/DA

Community Alternatives Program (CAP/DA)

Resources for Seniors

(919) 872-7933

1110 Navaho Dr., Fourth Floor

Raleigh, NC 27609

www.resourcesforseniors.com

PACE (Program of All-Inclusive Care for the Elderly)

PACE programs are a relatively new concept in caring for older adults. In a PACE program, a combination of Medicare and Medicaid funds is used to provide comprehensive care for older adults with significant medical needs.

Once enrolled in the program, the participant receives all of his or her care through the program, including medical care, skilled therapies if medically needed, home care aide services, adult day care, prescription medications, nursing home care, and hospital care, as well as other services as needed. Services are coordinated by a multi-disciplinary care team.

To be eligible for PACE an individual must be over 55 years old, and must be at a nursing home level of care but capable of living safely at home with the services provided by PACE at the time they enter the program. This is more comprehensive care than is provided through CAP. Piedmont Health Senior Care Services operates a PACE program that covers Lee County.

Senior Community Care of North Carolina

(919) 425-3000

4022 Stirrup Creek Drive, Ste. 315

Durham, NC 27703

www.seniorcommunitycarenc.org

Medicare, Medicaid, and private insurance do not cover homemaker/companion services except when personal care (such as help with bathing) is also needed.

Wartime veterans and their spouses may be eligible for the **VA Aid and Attendance benefit**, which can be used for home care, or facility care.

Understanding Home Care continued

PACE continued

The application process is lengthy and the wait time can be considerable, but the benefits can be significant.

Private pay or private insurance is the option that is left if no public funding or insurance coverage for home care is available. Hourly rates for home care aides are usually \$15-25/hour in the Lee County area. Agencies may differ in the minimum number of hours they will provide service. A two- to four-hour minimum visit is common. Briefer visits, if available, are usually more expensive. Long-term care insurance sometimes covers home care services, but policies vary.

Notes

[illegible]

Understanding Home Care continued

Choosing a home care agency

All agencies with staff providing “hands-on” care must be licensed by the North Carolina Division of Health Services Regulations. The same licensing requirements apply to agencies providing companion, sitter, and respite services. Requirements must be met in the areas of staff qualifications, patient care, patient records, and agency administration. Some agencies voluntarily meet additional standards of special accrediting organizations.

One exception to this licensing requirement applies to agencies which act as “registries”. This means that they do not actually employ the caregivers, but act as a paid referral service, matching workers with clients. Such agencies are not subject to the same level of regulation and oversight that applies to licensed agencies.

When contacting an agency for in-home services, obtain as much information as possible before contracting for services. Make sure the agency is licensed by the state and is Medicare-certified if the services are to be covered under Medicare. If private long-term care insurance is to be used, check with the insurance company to make sure the agency meets the company’s requirements.

Agencies should carry liability insurance to cover harm to the patient or their home that may occur in the course of their work, and they should have workers compensation in case the home care worker is injured. However, not all agencies do carry such insurance. Ask to see the “Certificate of Insurance” to verify coverage. Some agencies also have coverage for theft or dishonesty by their workers; this may be called “bonding”.

Home care agencies vary in the way they manage workers. Some agencies act as employers and provide extensive training, supervision, and benefits to their workers. Others have looser “contractor” relationships with their workers, or maintain a “registry” of available workers rather than having employees. Ask about how the agency screens their job applicants, what kind of background checks are performed, what kind of training or certification is required, and what kind of ongoing training and supervision is offered for aides.

It is important to understand the limitations of the services you are requesting. If you are hiring an aide, be sure to discuss the duties he / she is able to perform. For example, an aide typically is not permitted to directly administer medications or give injections, though they can remind a patient to take medications that have been dispensed into a pillbox.

Understanding Home Care continued

Choosing a home care agency continued

You will also want to know if agency staff can provide transportation for the patient, and how they will handle an emergency or substitution. If you want the aide to perform housekeeping services, ask about what tasks they are prepared to take on. Typically, home care aides do “light housekeeping” rather than full housekeeping services.

For a list of questions to use when interviewing a home care agency, see “Choosing a Home Care Agency” on page 145.

Home Care Licensing and Complaints

Licensure and certification for home health agencies. Call the Complaint Hotline to report problems with local home care agencies or to inquire about complaint history.

<i>NC Division of Health Services Regulation</i>	919-855-4620
Home Care Complaint Hotline	800-624-3004
Local Complaint Investigation Intake	919-855-4500

Companion / Homemaker Services

These programs provide only companion, homemaker, and errand services, not hands-on care such as help with bathing, dressing, etc. Workers can do light housekeeping and meal preparation, shopping and errands, and provide care and supervision for an individual who can manage personal care but should not stay alone. Some agencies permit workers to transport clients to appointments, shopping, or other activities. This may be an appropriate level of care for a respite situation, where a caregiver simply needs a break for a few hours and wants someone to sit with their loved one to ensure safety. Services are provided on a private-pay basis.

Notes

Home safety checklist

All areas of the home

Cords

Yes__ no__: are lamp, extension, and telephone cords placed out of the flow of traffic?

Yes__ no__: are cords out from beneath furniture and rugs or carpeting?

Yes__ no__: are electrical cords in good condition, not frayed or cracked?

Rugs, Runners, and Mats

Yes__ no__: are small rugs and runners slip-resistant?

Telephones

Yes__ no__: are emergency numbers posted on or near the telephone?

Yes__ no__: do you have access to a telephone if you fall?

Smoke detectors

Yes__ no__: are smoke detectors properly located?

Yes__ no__: do you have properly working smoke detectors?

Electrical outlets and switches

Yes__ no__: are any outlets and switches unusually warm or hot to the touch?

Yes__ no__: do all outlets and switches have cover plates, so no wiring is exposed?

Yes__ no__: are any light bulbs the appropriate size and type for the lamp or fixture?

Space Heaters

Yes__ no__: are heaters which come with a 3-prong plug being used in a 3-hole outlet with a properly attached adapter?

Yes__ no__: are small stoves and heaters placed where they cannot be knocked over, and away from flammable objects?

Yes__ no__: if your home has space heating equipment, such as a kerosene heater, a gas heater, or a lp gas heater, do you understand the installation and operating instructions thoroughly?

Wood burning heating equipment

Yes__ no__: is wood burning equipment installed properly?

Notes

Home safety checklist continued

Kitchen

The Range Area

Yes__ No__ : Are towels, curtains, and other things that might catch fire located away from the ranges?

Yes__ No__ : Do you wear clothing with short or close-fitting sleeves while you are cooking?

Yes__ No__ : Are kitchen ventilation systems or range exhausts functioning properly and are they in use while you are cooking?

Yes__ No__ : Are all extension cords and appliance cords located away from the sink or range areas?

Yes__ No__ : Does good, even lighting exist over stove, sink, and countertop work areas, especially where food is sliced or cut?

Yes__ No__ : Do you have a step stool which is stable and in good repair?

Living Room/Family Room

Yes__ No__ : Are chimneys clear from accumulations of leaves, and other debris that can clog them?

Yes__ No__ : Has the chimney been cleaned within the past year?

Hallways

Yes__ No__ : Are hallways, passageways between rooms, and other heavy traffic areas well lit?

Yes__ No__ : Are exits and passageways kept clear?

Stairs

Yes__ No__ : Are stairs well lit?

Yes__ No__ : Are light switches located at both the top and bottom of the stairs?

Yes__ No__ : Are there handrails on all stairs?

Yes__ No__ : Are handrails sturdy and securely attached?

Yes__ No__ : Do the steps allow secure footing?

Yes__ No__ : Are steps even and of the same size and height?

Yes__ No__ : Are any rugs or other coverings on the steps in good condition?

Yes__ No__ : Can you clearly see the edges of the steps? If not, consider marking with tape or paint.

Yes__ No__ : Is anything stored on the stairway, even temporarily? (For safety, correct answer is no.)

Notes

Home safety checklist continued

Bathrooms

Bathtub and Shower Areas

Yes__ No__: Are bathtubs and showers equipped with non-skid mats, abrasive strips or surfaces that are not slippery?

Yes__ No__ Do bathtubs and showers have at least one (preferably two) grab bars?

Yes__ No__: Is the water temperature 120 degrees or lower?

Lighting

Yes__ No__: Is a light switch located near the entrance to the bathroom?

Small Electrical Appliances

Yes__ No__: Are small electrical appliances such as hair dryers, shavers, curling irons, etc., unplugged when not in use?

Yes__ No__: Are all medications stored in the containers that they came in, and are they clearly marked?

Bedrooms

Areas Around Beds

Yes__ No__: Are lamps or light switches within reach of each bed?

Yes__ No__: Are ash trays, smoking materials, or other fire sources (heaters, hot plates, teapots, etc) located away from beds or bedding?

Yes__ No__: Is anything covering your electric blanket when in use?(For safety, correct answer is no)

Yes__ No__: Do you avoid “tucking in” the sides or ends of your electric blanket?

Yes__ No__: Do you ever go to sleep with a heating pad which is turned on? (For safety, correct answer is no.)

Yes__ No__ : Is there a telephone close to your bed?

Notes

Home safety checklist continued

Basement/Garage/Workshop/Storage Areas

Lighting

Yes__ No__: Are work areas, especially areas where power tools are used, well lit?

Yes__ No__: Can you turn on the lights without first having to walk through a dark area?

Fuse Box or Circuit Breakers

Yes ☐ No ☐ : If fuses are used, are they the correct size for the circuit?

Appliances and Power Tools

Yes__ No__: Are power tools equipped with a 3-prong plug or marked to show that they are double insulated?

Yes__ No__: Do power tools have guards in place?

Yes___ No___: Has the grounding feature on any 3-prong plug been defeated by removal of the grounding pin or by improperly using an adapter? (For safety, correct answer is no.)

Flammable and Volatile Liquids

Yes__ No__: Are containers of volatile liquids tightly capped?

Yes__ No__: Are gasoline, paints, solvents, or other products that give off vapors or fumes stored away from ignition sources?

Emergency Exit Plan

Yes__ No__: Do you have an emergency exit plan in case of a fire?

Notes

[illegible]

REMEMBER TO PERIODICALLY RE-CHECK YOUR HOME.

Choosing a Home Care Agency

First, consider what your needs and wishes are. Write down this information so you will remember it when talking to the agency. Being clear about these basics during your first contact with the agency may save time and prevent disappointment.

Funding

How do I plan to pay for the service?

(Medicare, Medicaid, private insurance, out-of-pocket? Have I talked to my doctor about a referral? Have I checked to see if my insurance will cover this?)

Level and type of care

What do I want them to help with?

(For example, bathing, dressing, housekeeping, meal preparation, grocery shopping, transportation, companionship, “sitter” service, etc. Will they need to provide “hands-on” care? Do I also need skilled services such as physical therapy or nursing?)

Working hours

When do I want someone to come?

(How often, what days, for how many hours per visit, etc. Is this a short-term or a long-term need? How flexible can I be about scheduling? How soon does service need to start?)

Special needs or requests

Are there any special needs or requests?

(Male aide, strong aide for large patient, aide who has worked with dementia patients, non-smoker, OK with pets, willing to drive patient to appointments, etc.)

Choosing a Home Care Agency continued

NAME OF COMPANY _____

Do they accept Medicare? Medicaid? Private Insurance? Will they file? _____

If you are paying privately, do they offer “private duty” services? _____

What are their basic hourly wages? _____

Are there overtime charges or higher charges for evening or weekend coverage? _____

What are the minimum numbers of hours per visit? _____

Do they charge for the initial assessment? _____

Do they offer the kind of services I need? _____

What hours of the day are they available? _____

When would they be able to start? _____

Can they provide services on holidays if needed? _____

Can they meet my special needs or requests? _____

Will the same person provide services at each visit? _____

What happens if the aide is sick or goes on vacation? _____

Are they licensed by the Division of Health Services Regulation? _____

How many years have they been in business? _____

Are they accredited? _____

Do they perform staff background checks? _____

Are workers employees or independent contractors of the agency? _____

What kind of training do they provide to their workers? _____

Are their workers bonded (covers employee theft or dishonesty)? _____

Do they have liability insurance (covers damage to the home or injury to the patient)? _____

Do they have workers compensation insurance (covers injury to the worker on the job)? _____

Can they provide references? _____

Notes

Long-term Care Facility Checklist

Services

- ___ What services are available to all residents at the base rate?
- ___ Are there additional charges for personal care services (help with bathing, dressing, etc)? Who provides these services and what are their qualifications?
- ___ Are housekeeping, linen service and personal laundry included in the fees, or are they available at an additional charge?
- ___ Does the facility offer any special services or areas for dementia patients? How do these services differ from the usual? Is there an additional charge for these?
- ___ To what extent are medical services available within the facility, and how are these services provided?
- ___ How are medical emergencies handled? Does the residence have a clearly-stated procedure for responding to medical emergencies? Is there arrangement with a nearby hospital?
- ___ Is there a staff person to coordinate home care visits from a nurse, physical or occupational therapist, etc. when needed on a temporary basis?
- ___ Does the residence provide transportation to doctors' offices, the hair dresser, shopping and other activities desired by residents and how is it arranged?
- ___ Are pharmacy, barber/beautician and/or physical therapy services offered on-site or nearby?

Social and Recreational Activities

- ___ What kinds of group/individual recreational activities, if any are offered? Who schedules them?
- ___ Is there an organized activities program with a posted daily schedule of events?
- ___ Does the facility schedule trips or go to other events off-premises?
- ___ Are the resident social and activity areas appropriate and desirable to the prospective resident?
- ___ Are there supplies for social activities/hobbies (games, cards, crafts, computers, gardening)?
- ___ Are religious services held on the premises or are arrangements made for residents to attend nearby services?
- ___ Are there fitness facilities? Regularly-scheduled exercise classes?
- ___ Are residents' pets allowed? Does facility have pets and who cares for them?

Notes

Long-term Care Facility Checklist continued

Food

- ___ Does the residence provide meals? If so, how many times a day, how many days a week, and how does the menu vary from meal to meal? Are menus posted?
- ___ Can special diets be accommodated? Does a qualified dietitian plan or approve menus?
- ___ Are residents involved in menu planning and may they request specific foods?
- ___ Does the dining environment encourage residents to relax, socialize, and enjoy their food?
- ___ May residents eat meals in their units? May they keep snacks or other food in their units?
- ___ Are meals provided only at set times or is there some flexibility? Are snacks available?
- ___ Can residents have guests dine with them for an additional fee? Is there a private dining room for special events and occasions, if desired?
- ___ Can you visit during a meal and eat with the residents?
- ___ What do residents say about the food?

Moving in, Contracts, and Finances

- ___ Is there a waiting list? If so, how long do they estimate it will be for a unit to become available?
- ___ What is involved with the moving in/out process?
- ___ Is there a written statement of residents' rights and responsibilities?
- ___ Does the contract clearly disclose all fees for healthcare, accommodations, personal care, support services, as well as admission and discharge provisions?
- ___ How much is the monthly fee? What does this include?
- ___ How often can fees be increased and for what reasons? Is there a limit on the amount of increase per year? What is the history of monthly fee increases?
- ___ Are residents required to purchase renters' insurance for personal property in their units?
- ___ Do billing, payment and credit policies seem fair and reasonable?
- ___ Is prepayment, a deposit, or an entrance fee required? Is any of the refundable?
- ___ May the resident handle his/her own finances with staff assistance if able or must a family member/outside party be designated?
- ___ Is the contract for a specific period of time or month to month?
- ___ When may a contract be terminated and what are the policies for refunds and transfers?
- ___ What happens if funds are depleted and full payment can no longer be made?
- ___ Does the facility accept Medicaid? Special Assistance for Adults?

Long-term Care Facility Checklist continued

Moving in, Contracts, and Finances continued

- ☐ What additional services are available if the resident's needs change? Is staff available to coordinate these services?
- ☐ Is there a procedure to pay for additional services such as skilled nursing care or physical therapy when the services are needed on a temporary basis?
- ☐ Under what circumstances would the resident be forced to move out because of increased needs for care?
- ☐ What happens if the resident needs to be hospitalized temporarily? How long can the facility hold a room for the resident, and what would it cost to do that?

Staff

- ☐ What are the hiring procedures and requirements for eligibility?
- ☐ Are criminal background checks, references, and certifications required?
- ☐ Is there a staff training program in place and what does it entail?
- ☐ What is the staff turnover rate for patient care aides? What does the facility do to encourage staff to stay?
- ☐ How long has the current administrator been there?
- ☐ What is the staff-to-patient ratio during the day? At night? On weekends?
- ☐ Does the facility have RNs on duty at all times? LPN?

Licensure and Certification

- ☐ Does the facility have a current license displayed?
- ☐ If the state requires the administrator to be licensed/certified, does she/he have a current license?
- ☐ What reputation does the facility have in the community?

Complaints and Problem-Solving

- ☐ Is the administrator, or other appropriate staff person, generally available to answer questions or discuss problems and would you be comfortable dealing with them on a daily basis?
- ☐ Is there a resident council or organization through which residents have a means of voicing their views?
- ☐ What is the procedure for handling resident or family concerns?
- ☐ Is there an appeals process for dissatisfied residents?
- ☐ Has the facility experienced any complaints or corrective actions? Are they willing to discuss past problems and how they were resolved?
- ☐ Has the facility ever been sanctioned or fined, or had its Medicare/Medicaid certification suspended?

Long-term Care Facility Checklist continued

Your questions and concerns

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MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES

What You Should Know

Who decides about my medical care or treatment?

If you are 18 or older and have the capacity to make and communicate health care decisions, you have the right to make decisions about your health/mental health treatment. You should talk to your doctor or other health care provider about any treatment or procedure so that you understand what will be done and why. You have the right to say yes or no to treatment recommended by your doctor or mental health provider. If you want to control decisions about your health or mental health care even if you become unable to make or to express them yourself, you will need an “advance directive”.

What is an advance directive?

An advance directive is a set of directions you give about the health/mental health care you want if you ever lose the ability to make decisions for yourself. North Carolina has three ways for you to make a formal advance directive. One way is called a living will, another is called a health care power of attorney, and another is called an advance instruction for mental health treatment.

Do I have to have an advance directive and what happens if I don’t?

Making a living will, a health care power of attorney or an advance instruction for mental health treatment is your choice. If you become unable to make your own decisions and you have no living will, advance instruction for mental health treatment, or health care agent (a person named to make medical/mental health decisions for you), your doctor or mental health care provider will consult with someone close to you about your care. Having advance directives makes this easier since you have made your wishes known ahead of time.

What is a living will?

In North Carolina, a living will or “Advance Directive for a Natural Death” is a document that tells others that you want to die a natural death if you are terminally and incurably sick, have advanced dementia, or are unconscious and not expected to wake up. In a living will, you can direct your doctor not to use “life-prolonging measures” such as tube-feeding. You can also say whether your healthcare agent (see next section) is allowed to override your instructions or not. This form is available at no cost at www.secretary.state.nc.us/ahcdr/

MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES cont.

What is a health care power of attorney?

In North Carolina, you can name a person to make medical/mental health care decisions for you if you later become unable to decide yourself, either temporarily or permanently. The person is called your health care agent. The health care power of attorney is a legal document in which you name who you want your agent to be. You can also say what medical treatments/mental health treatments you would want and what you would not want. Your health care agent then knows what choices you would make. This form is available at no cost at www.secretary.state.nc.us/ahcdr/

How should I choose a health care agent?

You should choose an adult you trust and discuss your wishes with the person before you put them in writing.

What is an advance instruction for mental health treatment?

In North Carolina, an advance instruction for mental health treatment is a legal document that tells doctors and health care providers what mental health treatments you would want and treatments you would not want, if you later become unable to decide yourself. The designation of a person to make your mental health care decisions, should you be unable to make them yourself, must be established as part of a valid Health Care Power of Attorney.

How do I make an advance directive?

You must follow several rules when you make a formal living will, health care power of attorney or an advance instruction for mental health treatment. These rules are to protect you and ensure that your wishes are clear to the doctor or other provider who may be asked to carry them out. A living will, a health care power of attorney and an advance instruction for mental health treatment must be written and signed by you while you are still able to understand your condition and treatment choices and to make those choices known. Two qualified people must witness all three types of advance directives. The living will and the health care power of attorney also must be notarized.

Are there forms I can use to make an advance directive?

Yes. There is a living will form, a health care power of attorney form and an advance instruction for mental health treatment form that you can use. These forms meet all of the rules for a formal advance directive. Using the special form is the best way to make sure that your wishes are carried out.

MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES cont.

Are there forms I can use to make an advance directive? continued

You can obtain these standard forms from a North Carolina state government website, www.secretary.state.nc.us/ahcdr or call Resources for Seniors to have a copy mailed to you. It is not necessary to hire an attorney to complete these forms, but attorneys can also provide these documents.

When does an advance directive go into effect?

A living will goes into effect when you are going to die soon and cannot be cured, when you are unconscious and doctors are sure you won't wake up again, or when you suffer from advanced dementia that cannot be cured. The powers granted by your health care power of attorney go into effect when your doctor states in writing that you are not able to make or to make known your health care choices. When you make a health care power of attorney, you can name the doctor or mental health provider you would want to make this decision, or you can leave it up to the doctor who is treating you at the time the decision has to be made. An advance instruction for mental health treatment goes into effect when it is given to your doctor or mental health provider. The doctor will follow the instructions you have put in the document, except in certain situations, after the doctor determines that you are not able to make, and to make known, your choices about mental health treatment. After a doctor determines this, your health care agent may make treatment decisions for you.

What happens if I change my mind?

You can cancel your living will at any time by informing your doctor that you want to cancel it and destroying all the copies of it. You can change your health care power of attorney while you are able to make and make known your decisions, by signing another one and telling your doctor and each health care agent you named of the change. You can cancel your advance instruction for mental health treatment while you are able to make and make known your decisions, by telling your doctor or other provider that you want to cancel it.

Whom should I talk to about an advance directive?

You should talk to those closest to you about an advance directive and your feelings about the health care you would like to receive. Having an open conversation with family members about your wishes can save painful confusion and conflict later on. Your doctor or health care provider can answer medical questions. A lawyer can answer questions about the law. Some people also discuss the decision with clergy or other trusted advisors.

MEDICAL CARE DECISIONS & ADVANCE DIRECTIVES cont.

Where should I keep my advance directive?

Keep a copy in a safe place where your family members can get it, and make sure they know where it is. Give copies to your family, your doctor or other health/medical health care provider, your health care agent, and any close friends who might be asked about your care should you become unable to make decisions.

What if I have an advance directive from another state?

An advance directive from another state may not meet all of North Carolina's rules. To be sure about this, you may want to make an advance directive in North Carolina too. Or you could have your lawyer review the advance directive from the other state.

Notes

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END OF LIFE PLANNING

The period immediately before and after a death is a very stressful time, with many decisions to made, and the intense feelings to be lived through. Planning ahead, and discussing your plans with family members is a great kindness to them and will spare them much anxiety and conflict at a difficult time. Below are some suggestions about issues to consider and tasks to be completed at various times. The more you can plan ahead, the less difficult it will be for those you leave behind.

Planning Ahead:

Consider your values and feelings about

- When to stop aggressive medical treatment
- Who you can trust to make decisions for you if you are unable to speak for yourself
- Whether you wish to donate your body or organs after death
- What kind of funeral arrangements you prefer

Prepare

- Complete Advance Directives including Living Will and Healthcare Power of Attorney
- Write down your wishes about body disposition and funeral arrangements
- Make a will and select an executor to handle your estate
- Assemble written material to help your family locate your important papers and financial information

Communicate

- Discuss your wishes with family members, doctors, clergy, and other important people in your life
- Make sure your healthcare agent and the executor of your will know who they are and what they will be expected to do
- Make sure that all the important players are aware of your wishes, especially if you anticipate conflict among them

When Death Approaches

- Make sure your Advance Directives are in the hands of your family, your doctor, and in hospital records
- Provide your written plans to family and healthcare providers
- Remind family where to find important documents and data such as Social Security number, life insurance policies, will, bank accounts, etc.
- Write/review obituary, if desired

END OF LIFE PLANNING continued

After Death, Survivors Must

- Notify attending physician, hospice, etc. if death does not occur in hospital
- Arrange for completion of death certificate and get multiple copies
- Put plans into motion for body/organ donation, if desired
- Set date and location for funeral or memorial service
- Notify relatives, friends, employers
- Assist out-of-town relatives with travel and lodging plans if needed
- Publish obituary
- Maintain security for home and property if left vacant
- Notify Social Security, pension plans, or other sources of benefits
- Notify life insurance company
- Arrange for administration of estate

Notes

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. A single line near the top left corner appears slightly darker or more prominent than the others. The rest of the page is completely blank, with no handwriting or other markings.